

Revision of approval method for HSBC Credit Card/-i and Debit Card/-i online transactions effective 21 June 2025

Dear Valued Customers,

As part of our continuous efforts to strengthen the security of your HSBC Credit Card/-i and Debit Card/-i online transactions, the current approval method using SMS One-Time Password (SMS OTP) will be replaced by HSBC Malaysia Mobile Banking app approval effective 21 June 2025.

This new feature applies to:

- All Debit Card/-i cardholders,
- All Primary Credit Card/-i cardholders,
- Supplementary Credit Card/-i cardholders having access to their savings or current accounts via HSBC Malaysia Mobile Banking app.

Kindly take note that supplementary credit cardholders with no other banking products will continue to receive SMS OTP to approve their HSBC Credit Card/-i online transactions until further notice.

HSBC Malaysia Mobile Banking App

If you are not a HSBC Malaysia Mobile Banking app user, please register for mobile banking before 21 June 2025. Otherwise, you will not be able to perform any online transaction starting 21 June 2025.

If you do not have a Telebanking PIN (TPIN), kindly refer to the steps below:



Step 1: Visit your nearest branch to set up your TPIN and verify your registration.



Step 2: Download the latest version of HSBC Malaysia Mobile Banking app from Apple or Google app store or scan the QR code.



Step 3: Follow the on-screen instructions to register then set up your 6-digit PIN and Mobile Secure Key. *

If you have a Telebanking PIN (TPIN), kindly refer to the steps below:



Step 1: Download the latest version of HSBC Malaysia Mobile Banking app from Apple or Google app store or scan the QR code.



Step 2: Follow the on-screen instructions to register then set up your 6-digit PIN and Mobile Secure Key. *



Step 3: Call our Contact Centre with the mobile phone number you have registered with us within 48 hours of registering for mobile banking to verify your registration via TPIN.

* There will be a 12-hour cooling-off period after you have activated your Mobile Secure Key. You can access our full range of online and mobile banking services after that.

For more details on mobile banking registration, kindly refer to our step-by-step Digital Banking Guide available [here](#).

Enabling Push Notifications

To ensure a seamless experience, kindly enable push notifications for the HSBC Malaysia Mobile Banking app in your device settings to receive push notifications. You also need to enable push notifications on your HSBC Malaysia Mobile Banking app by following the steps below:

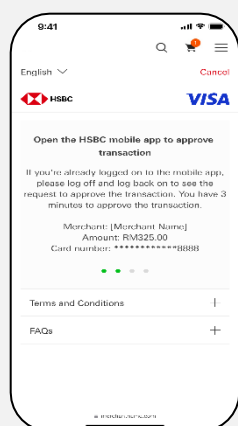
1. Log on and select the profile icon at the top right corner of the 'Home' page.
2. Tap 'Communication preferences'.
3. Choose 'Push notification preferences' and enable push notifications.

Important tip:

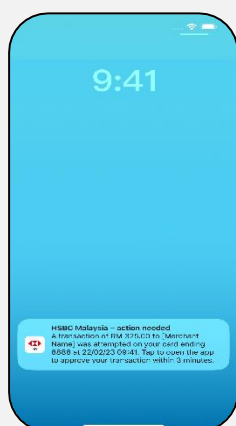
For your security, this feature is put in place to protect you against fraud. Enabling push notifications on HSBC Malaysia Mobile Banking app and on device settings will allow us to send you real time updates such as transaction alerts, security alerts and statement reminders. Please visit [here](#) to learn more about push notifications.

Approving your online transactions on HSBC Malaysia Mobile Banking app

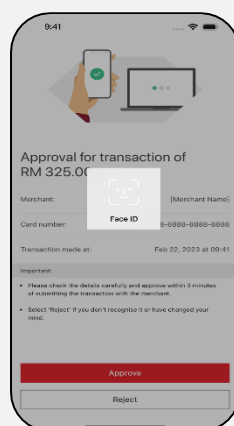
Simply follow the steps below to approve your online transactions starting on the effective date of change:



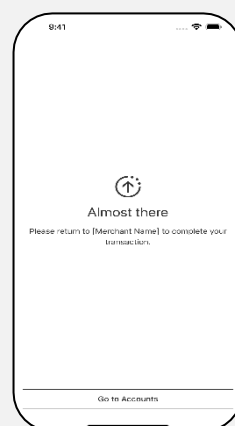
Step 1: Proceed to make payment at the merchant's checkout page.



Step 2: If you have enabled push notifications, you will receive a pop-up notice. Tap on it and log on to HSBC Malaysia Mobile Banking app to approve payment.



Step 3: Check your transaction details before tapping 'Approve' and authenticate it via biometric or PIN verification. Tap "Reject" if it is NOT you.



Step 4: Once completed, you will be redirected to the merchant's page. Your purchase is confirmed.

For more information, kindly refer to the FAQs [here](#) (effective 21 June 2025).



Thank you for choosing HSBC and we hope you enjoy using our new feature. Should you have any questions, please contact us via our Contact Centre hotlines below or visit your nearest HSBC / HSBC Amanah branch.

	Local call number	International call number
HSBC Premier	1300 88 9393	+603 8321 5208
HSBC Bank Malaysia	1300 88 1388	+603 8321 5400
HSBC Amanah Malaysia	1300 80 2626	+603 8321 5200