



# Guide to Digital Banking with HSBC Canada

If you have accounts with HSBC Canada, set up Mobile and Online Banking today to manage your money anytime, anywhere.

## Ready to get started?



Call us at 1-888-310-4722 or call the number on the back of your debit card. Use the registration number we give you.

### Option 1: Mobile Banking

1



#### Launch the HSBC Canada Mobile Banking app

from the App Store (iOS) or Google Play (Android).

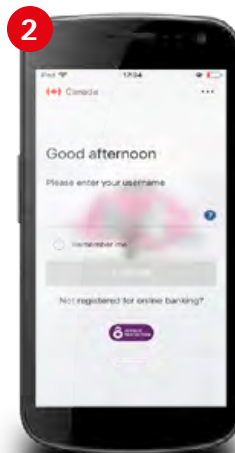


2



#### Select 'Not registered for online banking?'

2



3



#### Terms and Conditions

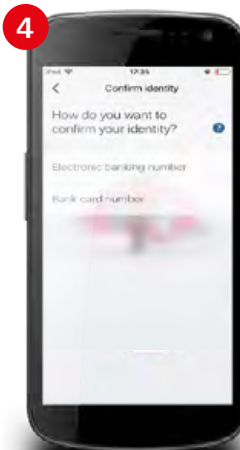
Read and accept the Terms and Conditions and give your consent to go paperless.

4



#### Enter the registration numbers we gave you

4



5



#### Create a username and password

5

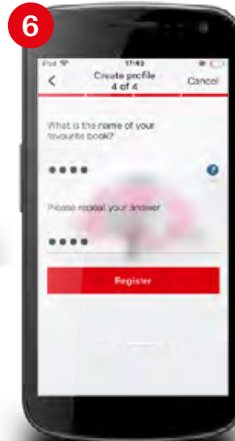


6



#### Choose your security question

6



To activate the full suite of Mobile Banking services:

7



#### Log on to Mobile Banking using your username and password

8



#### Activate your Digital Security Device

Follow the instructions to complete activation. This is an added layer of security on your account.








9

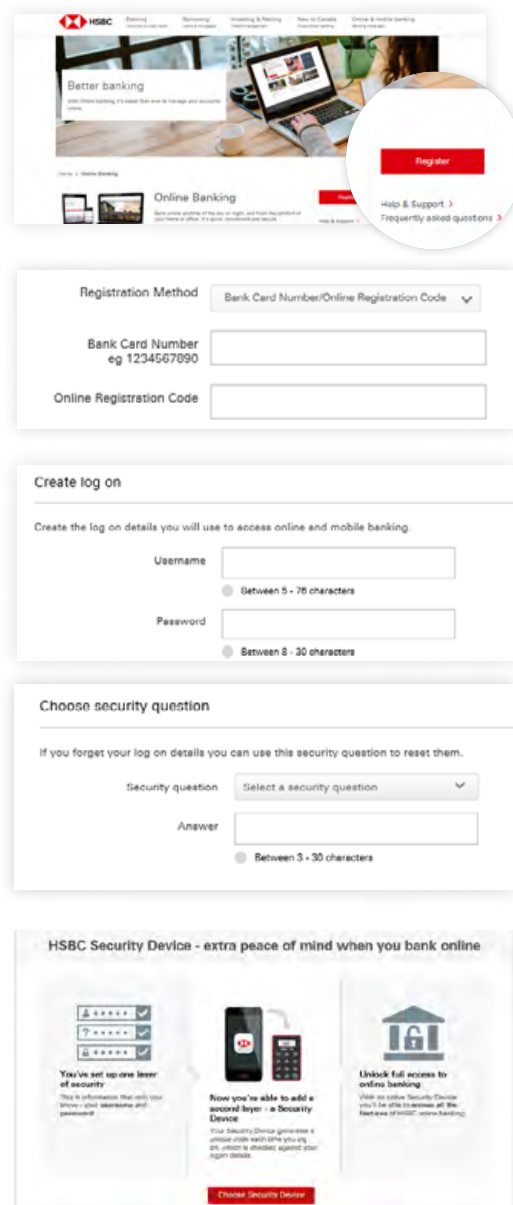


#### Confirmation

Now that you've set up mobile banking, you can also bank online using your browser. Go to [hsbc.ca](https://www.hsbc.ca) and log on using the username and password you've just created.

## Option 2: Your Browser

- 1  **Visit [hsbc.ca/registernow](https://www.hsbc.ca/registernow)**
- 2  **Terms and Conditions**  
Read and accept the Terms and Conditions and give your consent to go paperless.
- 3  **Enter the registration numbers we gave you**
- 4  **Create a username and password**  
These will be used for both Online and Mobile Banking.
- 5  **Choose your security question**
- 6  **Select your Digital Security Device**  
Follow the instructions to complete activation. This is an added layer of security on your account.
- 7  **Confirmation**  
Now that you've set up online banking, you can also bank on the HSBC Canada app. Download the app and log on using the username and password you've just created.



The image shows a sequence of five screenshots from the HSBC Canada online registration process. 1. The HSBC Canada homepage with a 'Register' button highlighted in a red circle. 2. The 'Registration Method' screen showing 'Bank Card Number/Online Registration Code' selected. 3. The 'Create log on' screen with fields for Username and Password, and radio buttons for character length requirements. 4. The 'Choose security question' screen with a dropdown for the question and a text field for the answer. 5. The 'HSBC Security Device' screen showing options for adding a security device and linking it to the account.

## Why is a Security Device important?

A security device reduces the risk of your banking details being used fraudulently.

### Logging on with your Security Device allows you to:

- Update personal details
- Add a new payee (e.g. INTERAC, billing company, etc.)
- Send a wire transfer
- Apply for a credit card
- Transfer funds to someone else's HSBC Canada account
- Transfer funds between your worldwide HSBC accounts via Global View and Global Transfers<sup>1</sup>

### Logging on without your Security Device limits you to:

- Viewing account balances
- Viewing statements
- Paying bills to existing payees

### Digital Security Device users:

- Your Mobile and Online Banking password and Digital Security Device password can't be the same. Memorize both!
- Set up fingerprint or face ID to log on instantly, instead of using your password
- Follow the steps on page 4 if you are activating your Digital Security Device for the first time

<sup>1</sup> Global View and Global Transfers are not available in all countries and territories where HSBC Premier and HSBC Advance are offered. Certain services offered by members of HSBC in Canada may be restricted or unavailable if you move to another jurisdiction or are in another jurisdiction due to the local laws of that jurisdiction. HSBC Group may, however, be able to provide similar services through its members in that jurisdiction.

# Set up your Digital Security Device

To activate your Security Device:

1



**Launch the HSBC Canada Mobile Banking app**

2



**Log on with your username and password**

3



**Select 'Profile' then 'Security'**

4



**Select 'Activate Digital Security Device'**

5



**Select one of the options for receiving the validation code\***

\*If you get the first code by email, you'll get the second code by text. If you choose text for the first code, you'll get the second one by email.

6



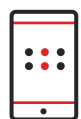
**Enter the first code then select 'Validate code'**

7



**Enter the second code then select 'Verify code'**

8



**Create your new Digital Security Device password**

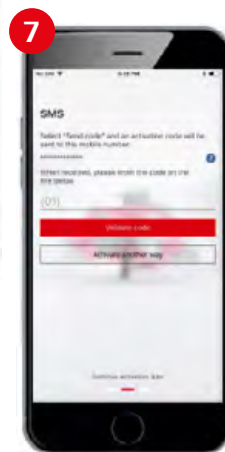
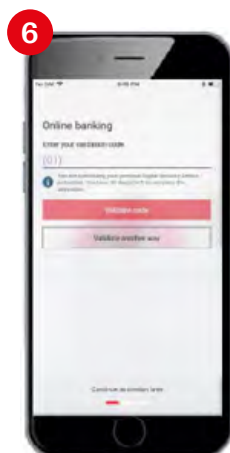
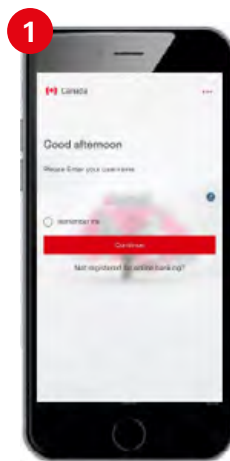
This is different from your banking password.

9



**Select 'Complete activation'**

You've now set up your Digital Security Device and can continue banking.




# Global View and Global Transfer

## Your accounts in one place





Manage your worldwide HSBC accounts in one place, with Global View and Global Transfers<sup>1</sup>. Available to HSBC Premier<sup>2</sup> and Advance<sup>3</sup> customers, this feature allows you to:

- View all your personal HSBC bank accounts – at home or overseas
- Conveniently transfer funds between eligible personal HSBC accounts in over 30 countries
- Pay your bills and mortgage payments in one country while living in another
- Gain added peace of mind with fully automated transfers that are completed in real time

## Link your accounts with Global View

-  1 Log on to Canada Online Banking with your security device. Go to 'Banking' at the top left, then 'Global View' and select 'Add or remove country'
-  2 Select your destination country from the list and accept the terms and conditions
-  3 Enter your log on details for the destination country's Online Banking and accept the terms and conditions
-  4 You will now see your destination country accounts when you log back into Canada Online Banking

## Global transfers between your accounts

-  1 Select 'Pay or transfer'
-  2 Select the accounts you are moving money between
-  3 Enter the amount to transfer and the date, then select 'Continue'
-  4 Verify the details of your transaction and select 'Confirm'

<sup>1</sup> Global View and Global Transfers are not available in all countries and territories where HSBC Premier and HSBC Advance are offered. Certain services offered by members of HSBC in Canada may be restricted or unavailable if you move to another jurisdiction or are in another jurisdiction due to the local laws of that jurisdiction. HSBC Group may, however, be able to provide similar services through its members in that jurisdiction.

<sup>2</sup> HSBC Premier requires you to have an active HSBC Premier chequing account, and maintain combined personal deposits and investments with HSBC Bank Canada and its subsidiaries of \$100,000 or hold a personal HSBC Bank Canada residential mortgage with original amount of \$500,000 or greater. Some exclusions apply. A monthly fee will be charged if you do not meet at least one of the eligibility criteria above. For full details regarding eligibility and any fees which may apply please refer to the Personal Service Charges/Statement of Disclosure available at any HSBC Bank Canada branch or online at [www.hsbc.ca](http://www.hsbc.ca).

<sup>3</sup> HSBC Advance requires you to have an active HSBC Advance chequing account, and maintain combined personal deposits and investments with HSBC Bank Canada and its subsidiaries of \$5,000 or hold personal HSBC Bank Canada residential mortgage with original amount of \$150,000 or greater. Some exclusions apply. A monthly fee will be charged if you do not meet at least one of the conditions above. For full details regarding any fees which may apply please refer to the Personal Service Charges/Statement of Disclosure available at any HSBC Bank Canada branch or online at [www.hsbc.ca](http://www.hsbc.ca).

## Frequently Asked Questions

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### Why can't I log on to Online Banking with the security code I have generated with the HSBC Canada Mobile Banking app?

You may have entered your Digital Security Device password incorrectly which means the app generated an invalid security code. Please check your password and try again. If you're still unable to log on, your security code may have expired.

### Can I change my Online Banking password in the HSBC Canada Mobile Banking app?

No, you can't change your Online Banking password in the app. For your protection, you can only change personal security details through Online Banking. However, you can change your Digital Security Device password by selecting 'Forgot Digital Security Device password?' on the mobile app log on screen of the mobile banking app.

### Can I use the HSBC Canada Mobile Banking app to view my HSBC accounts for other countries?

If you have Global View and your global accounts are linked to your Canadian accounts, you'll be able to see them in our app. Scroll past your Canadian accounts to see your global accounts.

### What is the difference between my Online Banking password and my Digital Security Device password?

- Online banking password: this is used when you log on to Online or Mobile banking without a Security Device.
- Digital Security Device password: If you've activated the Digital Security Device on our app, you'll use this password to log on to the app.

## Glossary

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**First code** – Provided by HSBC, used for when activating your Digital Security Device. Sent via text or email.

**Global Transfers** – Transfer funds between eligible personal HSBC accounts worldwide.

**Global View** – View and manage all your personal HSBC bank accounts worldwide.

**Registration numbers** – This is used when registering for Online or Mobile Banking.

**Second code** – Provided by HSBC, this is the second code used for activating your Digital Security Device. Sent by text or email.

**Security Device** – An extra layer of protection for more sensitive online banking transactions such as transfers to other people's accounts.

**Security question** – To help protect and authenticate user identity when signing up for Online or Mobile Banking.

**Wire Transfer** – An electronic transfer of funds locally or, to or from a foreign country.

## Helpful resources

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**Ways to Connect**  
[hsbc.ca/contact-us](https://www.hsbc.ca/contact-us)

**Security Device Support**  
[hsbc.ca/securitydevice-en](https://www.hsbc.ca/securitydevice-en)

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## Contact Us

Toll-free in Canada & U.S.: 1-888-310-4722  
Lines are open from 4am PT to 11pm PT every day  
From outside Canada please call the number on the back of your debit card  
For Advance and Premier customers, lines are open 24/7

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