## **HSBC** Personal Internet Banking

Bank seamlessly whether at home or abroad



HSBC Opening up a world of opportunity

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https://www.hsbc.com.bd

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Logoff

Click on "Register" button in the top right corner of the Home page to begin the journey of Personal Internet Banking.



Internet Banking	I	
Personal Internet	Banking	•
Log on or R	egister	
		ick on egister tab

To fill in the relevant details required and click 'Continue'

		Print	
Lopon • Online Registration Online Security Personal Internet Backing Terms & Conditions	Registration         Please note that you need to collect a security device to log in and use in After compreting the below registration, you can visit any of our branches If you would like to receive the device to your address (Mail delivery for log Form and send it to any HSSC branch. (DHL, charges will apply for overs)         Declaimer: While registering for Perconal internet Banking (PIB) please the registered. Internet disconnection, power disruption or deliberately not coll         AnthemtidCtion         Select the appropriate type of number from the list and fill in the required         Debit Card          inumber         Issue number (ATM or Debit Cards Only)         PIN	Help ternet Banking (What is a security device?) Immediately to contect the device and activate it at the branch kicsk. total address, DPL delivery for Overseas Address), download the Registration eas addresses) try to complete in one go or else year might face difficulties later on to gat mpleting the entire registration process may lead to delay / technical hitches	
	<ol> <li>Choose Debit Card from options as credential type.</li> <li>Indicated on the</li> </ol>	Continue Registering with Debit Card (Example)	
	<ul> <li>bottom right of card. View Sample below.</li> <li>Unique 6 digit number for security purposes.</li> </ul>	HSBC Select	Debit Card Number Enter continuously without space e.g. 88888888888888888888888888888888888

CARDHOLDER NAME

Create an unique Username and click 'Activate Now'

	Pi
Update S	ecurity Information
opulle o	H
Username	
Create your new	/ Username.
Please create a l remember (e.g. y	Jsername that we will use to identify you every time you log-on to Personal Internet Banking. You may consider something easy to our name). Your Username must be 5 to 76 alphanumeric characters.
Username	(5-76 alphanumeric characters)
	Activate Nov
	0
	Activate

Usernames are unique and are subject to availability.

A new Internet Banking password needs to be created to verify you as a user each time you log on to an Internet Banking session and click 'Activate Now'.

HSBC 🚺		
		Print
Undate Security Info	mation	
	mauon	Help
Enter New Password		
Please create a password below. I underscore (_), hyphen (-), space(	Password must be 6 to 30 characters, and may contain Alphanumeric (A-Z, 0-9) plus special char ), apostrophe (') and period (.))	acters (@,
New password:		
Confirm Password		
		Antiunte Neur
		Activate Now
Privacy and Security   Terms of Use   @ Copyright 2019. The Hongkong and Shar	Hyperlink Policy nghai Banking Corporation Limited, Bangladesh (HSBC Bangladesh). Incorporated in Hong Kong SAR with limited liab	
		Activate Nov
1 Create yo Banking p	ur new Internet bassword.	
2 Re-enter	your newly created	

Internet Banking password to ensure you have keyed it in as you intended.

Select your security questions and corresponding answers and click 'Continue'.

Online Password Reset		
You will be required to enter two list below and complete the answ	pairs of "Security Question and Answer" to re ver (3 to 30 characters) to your selected questi	set your password online. Choose Security Questions
Security question 1	- Select a security question -	~
Security answer 1		(3-30 characters)
Confirm security answer 1		(3-30 characters)
Security question 2	- Select a security question -	~
Security answer 2		(3-30 characters)
Confirm security answer 2	-	(3-30 characters)
apostrophe ("), space (" ") and period	± (.)):	
apostrophe ('), space (' ') and period	d ( )). tity during online reset of your password, you	will need your Security Question/Answer.
apostrophe ('), space (' ') and period In order for us to verify your iden HSBC (	t ( ;)). tity during online reset of your password, you	will need your Security Question/Answer.

#### Setup online reset information:

If you forget your password, it will allow you to reset your password online after answering your security questions.

You will be required to enter 2 Security Questions and Answers to reset password online.

Read through the 'Terms and Conditions' and additional information regarding "e-Statement and e-Advices" and confirm that by registering you will be receiving e-Statement and e-Advices instead of paper statements and advices before clicking on the 'Accept' button at bottom right.

Online Registration     Online Security	Registration	
Personal Internet Banking Terms &	Terms and Conditions	
Conditions	FERSONAL INTERNET BANKING TERMS AND CONDITION	
	YOU MUST READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THE SERVICES BY REGISTERING TO USE THE SERVICES, YOU SHALL BE DEEMED TO HAVE ACCEPTED AND BE BOUND BY ALL THESE TERMS AND CONDITIONS;	
	1. Services 2. Governing Terms and Conditions 3. Use of The Services 4. Vser Id, Password and Security Code 5. Customer's Instructions 6. eStatement/eAprice	
	e-Statement and e-Advice Request	
	By registering for internet, you will be receiving e-Statements and e-Advices instead of paper statements and advices. Please note the following:	
	<ul> <li>e-Statement will be made available through Internet Banking following the frequency as you have last requested and registered with the Bank; unless otherwise requested, the statement cycle is monthly.</li> </ul>	
	After your application for e-statement service, e-statements ready for downloading will be listed in the e-Statement screen for review and	
	downloading. From the bank statement date immediately following your application for e-statement service, bank statement will be made available	
	to you through Internet Banking electronically. A paper copy of your statement may be requested from the Previous Statement Request screen	
	under Statements/Advices.	
	<ul> <li>Too shak onley ogon memory banking, access and carefully review and examine each and an essatementa, creck account datance and transaction history, check the relevant information paparities up in investment products (if any) in a timely manner, so as to revient investment</li> </ul>	
	loss due to your failure to check product performance in a timely and frequent manner. In case of any objection in respect of any information on	
	your e-Statement, please notify the Bank in writing of any such objection within 15 days (or such other period as specified in the e-statement) after	
	the date when the Bank has made the e-Statement available to you through the Internet Banking (which is usually the bank statement date).	
	<ul> <li>Your application for e-advice service will take effect immediately. e-Advices ready for viewing through Internet Banking will be listed in the Message Center.</li> </ul>	
	<ul> <li>You shall access and carefully review and examine each and all e-Advices in a timely manner.</li> </ul>	
	You can change back to receive paper statements or paper advices any time in the future through internet banking.	
	Accept Reject	
	J Mn	

Select your desired accounts that can be accessed via Internet Banking and click 'Continue'.

				Print				
logon Online Registration Online Security	Registration							
Personal Internet Banking Terms &	Account Selection							
Conditions	Welcome to Internet Bankin	g registration MR						
	We acknowledge your accept	ance of the Terms and Conditions,						
	For your convenience all of yo that you do not want to operati under the Services section.	or HSBC Bank accounts listed below have automatically bee e, please de-select them. You may update this list any time is	n selected to display w n your internet Banking	thin Internet Banking. If there are any session in the Select accounts function				
	Account number	Account type	Cey	Please tick billow				
			ent	2				
		CURRENT ACCOUNT WITH INTEREST	our					
	Additional information	CURRENT ACCOUNT WITH INTEREST	but					
	Additional information	CURRENT ACCOUNT WITH INTEREST						
	Additional information e-mail address: Moble phone number	CURRENT ACCOUNT WITH INTEREST						
	Additional information e-mail address: Mobile phone number: Suppress marketing mail							
	Additional information e-mail address: Mobile phone number Suppress marketing mail			Continue				

Continue

Registration is completed! Click Logon to begin your Internet Banking journey

			Print
Logon Online Registration	Registration		
Online Security Personal Internet			[ Help
Banking Terms & Conditions	Thank you		
	You have successfully registered for nearest HSBC Branch to complete n	r Internet Banking Please remember to submit properly filled up Internet Banking Regi registration	stration Form at your
	The Security Token should reach yo	ou within .07 Working Days(15 working days for outside Dhaka and 25 working days out	side Bangladesh)
	From the next time you login, you wi	II be asked to activate the Security Token.	
	Account number	Account type	Cey
		CURRENT ACCOUNT WITH INTEREST	BDT
	Additional information		
	Service charge account:		
	e-mail address:		
	Mobile phone number:		
	Suppress marketing mail:	N	
			Close

Internet Banking journey, by clicking **Logon button**.

After completing online registration, contact your nearest HSBC Branch/RM to collect your security device which is required to login and use HSBC Personal Internet Banking.

First time login journey in PIB - After security device collection, it must be activated for the first time. To activate your security device visit our website **www.hsbc.com.bd** and login to HSBC Personal Internet Banking using your Username and Password which you have created during online registration.

		Print
Logon     Online Registration     Online Security	Welcome to Personal Internet Banking	
Personal Internet	Username/Internet Banking ID	Help
Conditions	Please enter your UsemameInternet Backing ID: x	
		and the st
		Continue Cancel
		<b>↑</b>
Hvecy and Security   T Copyright 2019. The Ho	arms of Use   Hyperlink Policy ngkong and Shangha Banking Corporation Limbed, Bangladeah (HSBC Bangladeah) Incorporated in Hong Kong SAR with Imited Sability. All rights re	served.
	After clicking 'Continue' button a new window will appear for Token Activation Setup then click "Activate	<b></b> ]
	activated for the first time.	
HSBC ⊄	activated for the first time.	
HSBC 🗘	Now". Your security device must be activated for the first time.	
HSBC 💽	<ul> <li>Now . Your security device must be activated for the first time.</li> <li>Print ty Information</li> </ul>	
Update Secur	Print	
Update Secur Update Secur Token Activation St You must activate you has been lost or stole	INOW . YOUR SECURITY DEVICE MUST DE activated for the first time.  Print  Ity Information  (Help  tro  ar Security Token at this time to access this service. If you have not received a Security Token, or if your Security Token  n, please contact our Customer Help Desk.	
Update Secur Update Secur You must activate you has been lost or stole	NOW . Your security device must be activated for the first time.	
HSBC Update Secur Foken Activation 51 You must activation 51 has been lost or stole	NOW . Your security device must be activated for the first time.	

Enter Serial Number & Security Code of your PIB security device and click "Active Now" for final activation.



## Accounts >

## Account Summary Step 1

After logging in PIB you will find a screen as below where you will get your Account Summary. You will then have to click on your desire account number link to view your account history.

		Welcome MR		You are logged o	n to Internet Bank	ing. 🔒 Logoff	•
Accounts Account summary	📾 You have 20 new message	85				ĺ	Print.
Open new term deposit     Update maturity instruction     Net worth statement	Account Summary Click on an underlined account number to view	e your account.			l Help		
Pay bills					1		
Rates inquiry	Cheque book/Savings account	ts					
Services	Account number	Туре	Ссу	Balance			
View or Setup Statements / Advices	XXX-XXXXXX-XXX	ACCOUNT	BDT				
Alert services Contact centre	Loan accounts						
Terms and Conditions	Account number	Туре	Ссу	Balance			
Logoff	хжх-хжжжжж-жжх	LOANS	BOT		Dr		
	XXX-XXXXXXX	LOANS	BDT				

## Account Summary Step 2

You can view your previous account transaction history and Account Balance

		19	icome 1/18			You are logge	d on to internet Ba	rang Logoff	
Accounts	messages								Print
Open new term									
Generation     Account history									
+Net worth statement							Help		
Payola	_		_		75				
Transfers Select			ACCO	UNIT . N	3				
Tables ingury Services	8		ACCOUNT						
Account overview						Printabi	eversion		
Alet services									
Content sentre Transaction Starch									
Taws and Cenetions Guick search by previou	s ·····Se	ect *** 🗸							
01									
Transaction type	Select	Alv							
Date range	From:	DDMMYYYYY		Ter	DDMMYYYYY	11			
Cheque range	From			Te:					
Amount range	From	_		Ter		_	Go		
							and the second		

 Click 'Account Overview' button a new window will appear where you can see the Account Balance, Total hold and Available Balance for your account.

Accounts	- March - Advances		Tread		
Account summary	You nave 44 new mosseges		- CORA		
Open nos term deposit	Account overview	count overview			
Updale maturity     Instruction			I Help		
Net worth statement	Account information	Storers.			
Pay bils Transfers	Account little:	KOROK KOROROROK KK			
Rates inquiry Services	Account number:	XXX-NXXXXX-XXX			
View or Setup Statements / Advices	Account corrency:	BDT			
Alert services	Balances and letits	1			
Contact centre Terms and Conditions	Account balance:	8585.95			
Logoff	Total hold:	500.00			
	Available balance:	00.000			
			Account History		

#### BACK TO HOME >

#### Open new term deposit Step 1

Log in your PIB profile and click 'Open new term deposit' under 'Accounts' Tab from the left-side panel.

Accourt • Acco	ount summary	🛚 You have 37 new mes	sages	Print
Ope depo • Upd instr	n new term osit ate maturity uction	Open new term Deposi	it	Help
• Net	worth statement	Account		
Pay bil	s	Type	Time Deposit - Resident	
Rates i	inquiry	.,,,		
Service	16			Product features
View o	r Setup	Currency:	Bangladesh Taka 🗸	
Alert se	ents / Advices			Interest rate enquiry
Contac	t centre			
Terms	and Conditions	Term:	2 Months Fixed V	
Logoff		From		
		Account:	-001 BDT SAVINGS A/C RES V	
				Check balance
			Please make a selection.	
		Amount		
		Amount to transfer	100000	
		<ul> <li>New term deposits are</li> </ul>	e set up with default maturity instructions. These are to renew the amount balance	ce plus interest for the same period.
		Maturity instructions m	nay be updated from your term deposit account details screen.	
				Open
	_			
				01
> Sele	ect the o	desired TD		

Customers can open the below new term deposit accounts:-

- Time Deposit Resident
- Time Deposit Non Resident
- Time Deposit Monthly Interest Bearing Resident
- Time Deposit Monthly Interest Bearing Non Resident

#### Open new term deposit Step 2

Review the details and click on 'Confirm' to complete.

Accounts	S Vou have 37 new messages		Print
<ul> <li>Account summary</li> </ul>	Tou have 57 new messages		
Open new term deposit	Open new term deposit - Review	/ details	
<ul> <li>Update maturity instruction</li> </ul>			Help
Net worth statement	Account		
Pay bills Transfers	Туре:	Time Deposit - Resident	
Rates inquiry	Term:	2 Months Fixed	
Services View or Setup	Currency:	BDT	
Statements / Advices	Interest rate:	2.25%	
Contact centre			
Terms and Conditions	From		
Logoff	Account:	005-001 BDT SAVINGS A/C RESIDENT	
	Amount		
	Amount to transfer:	BDT 100,000.00	
	Effective date:	Deposit now	
			Confirm Change Cancel
			חייג

A window will appear to review details of opening a new term deposit. You can change the details if you made an error. Then click 'Confirm' button after review.

## Open new term deposit Step 3

An Acknowledgement window will appear for your reference.

		Help
Account		
Туре:	Time Deposit - Resident	
New deposit number:	005 102 BDT TIME DEPOSIT- RESIDENT	
Term:	2 Months Fixed	
Currency:	BDT	
Interest rate:	2.25%	
Maturity date:	February 20, 2022	
Interest amount:	393.75	
Maturity instruction:	Upon maturity, the deposit balance and interest will be renewed.	Update maturity instruction
F		
 Account:	005 001 BDT SAVINGS A/C RESIDENT	
Amount Amount to transfer:	BDT 100 000 00	
Effective date:	Barambar 10, 2021	
Enective date.	December 16, 2021	
Transaction reference		
Number:	157995X582	
		Account summary

window will appear for your reference.

## BACK TO HOME >

## Update maturity instruction Step 1

Log in your PIB profile and click 'Update maturity instruction' under 'Accounts' Tab from the left-side panel.

	Open new term		and any second se
	Option mahatty	Update maturity inst	ruction
	Net worth statement	Account.	
	Pay taba	Select:	102 BOT TIME DEPOSIT- RI V
	Transfers Rass Indaily		005-102 ROT TIME DEPOSIT-RESIDENT
	Serves.	Balance at maturity:	100.302.78
	Statements / Advises	Deposit term:	2 Montha Fload
	Gontact centre:	Deposit amount:	100,000,00
	Terres and Conditions Local	Correct maturity details	
	2000 C	Interest rate:	2.25%
		Start date:	Desember 19, 2021
		Maturity date:	February 20, 2022
		interest amount:	392.78
			Interest rate enquiry
		Maturity instruction:	Upon maturity, the deposit balance and interest will be renewed
		New muturity options	
		Renew total balance (pri	ncipal + interest) for a new term
		O Renew the balance only	for a new term and withdraw interest
		Add or withdraw funds of	on maturity
		<ul> <li>Do not renew. Withdraw</li> </ul>	The total balance (principal + interest) and credit to your selected account Update Account overview
	_	O Do not renew. Withdraw	The total balance (principal + interest) and credit to your selected account Update Account overview
		O Do not renew. Withdraw	The total balance (principal + interest) and credit to your selected account Update Recount overview
► Se	lect the dea	sired TD acc	reasonal balance (principal + interest) and credit to your selected account           Update         Account overview           Click 'Update' to proceed

## Update maturity instruction Step 2

Update the maturity instructions then review the details and click on 'Confirm' to complete.

Current maturity details		
Deposit account:	005-102 BDT TIME DEPOSIT- RESIDENT	
Deposit term:	2 Months Fixed	
Deposit amount:	100,000.00	
Interest rate:	2.25%	Interest rate enquir
Start date:	December 19, 2021	
Maturity date:	February 20, 2022	
Interest amount:	393.75	
Balance at maturity:	100,393.75	
Maturity instruction:	Upon maturity, the deposit balance and interest will be renewed.	
Renew the balance and Inte	rest	
New term:	1 Month Fixed V	
		Update
		, îm
Select the new te	erm.	

Click 'Update' to proceed.

## Update maturity instruction Step 3

Enter Security code for verification and click on 'Confirm' to complete.

Security code verification		Help	
Please enter your security code from the security	token		
Enter security code:		security code	
		Confirm Car	Icel
		ſ	Enter Security code for verification and click 'Confirm' to complete the bill payment.
	Update maturity instruction - Ac Message: Changes here will override an	knowledgement ny previous instruction on this account	
	Renew balance and interest		
	Term		
	Your new term is 1 Month Fixed		
	Transaction reference number:		157995X587
			Account overview
		Finally, an Acknowlec will appear for	Igement window your reference.

#### BACK TO HOME >

#### Net worth Statement

Log in your PIB profile and click 'Net worth statement' under 'Accounts' Tab from the left-side panel.

				Welcome	MA	You are	logged on to Internet Banking	🗄 Logolf 🦳 🔒
	Account summary	You have 20 new me	ssages					Print
	Open new term deposit     Update maturity instruction     tiet worth statement	Net worth statement	cessed through it	nternet Banking into cate	ories showing deposits, inves	somenta and borrow	inga	
	Pay bills	Particular					Help	
	Rates inquiry	Investments/Deposits		. <u> </u>	Financingstform	owings		
Click 'Net worth	Services	Cheque/Saving accounts	BOT		Loan accounts	BDT I		
atement' link at	View or Setup Statements / Advices	Loan accounts	BDT	0.00				
r left hand side.	Alert services	Total	BDT	3 <b></b>	Total	BDT		
	Contact centre Terms and Conditions Logoff	NET WORTH	BOT	Dr				
						Acco	ount summary	

Click 'Account summary' button to go back to Account Summary page to view all your accounts' Account Balance in one place.

\*\*All foreign currency accounts are estimated in LCY to arrive at the totals and the overall net worth is estimated in LCY.

This screen is an overview of all customers' accounts access via PIB, split into 2 categories:

- Deposits and Investments (all accounts with credit balances)
- Borrowings (all accounts with debit balances)

# Pay bills >

## Pay a bill Step 1

Log in your PIB profile and click 'Pay a bill' under 'Pay bills' Tab from the left-side panel.

	Accounts Pay bills	Marken 22 new messages
under 'Pay a bill'	Pay a bill ▶ Pay multiple bills	
Tab from the	Add payee     Maintain payee list	Pay a bill
lett-side	Payment history     Future payments	You must read the below instruction carefully before proceeding.By proceeding,you agree to be bound by our terms and conditions. Click Here
	Transfers Rates inquiry Services View or Setup	Cut off time for bill payment is 02:00pm. Bills paid only on <b>working days</b> are sent to respective merchants on <b>same day</b> after cut-off time. Processing time and/or confirmation message/receipt delivery may vary at merchant end. For further information please call: 16240 (accessible from within Bangladesh); +88 096127 16240 (accessible from overseas) Read more
	Statements / Advices Alert services Contact centre	Mobile top-up amount must be within the limits stated below: Prepaid minimum BDT 20 to maximum BDT 1,000 per transaction Postpaid minimum BDT 50 to maximum BDT 10,000 per transaction
	Terms and Conditions	
	Logoff	From and to
		From account: 001-086 BDT ACCOUNT V
		Check balance

## Pay a bill Step 2

Select your merchant from the 'Pay To' drop-down list then enter your bill amount and click on 'Pay'

_	
	From and to
	From account. C01-006-BDT ACCOUNT V
	Check Salance
	S01-010776-059 BDT STAPF ACCOUNT
	Fag No: EANGLALINK PREPAID 019
	GRAMEENPHONE PREALD 037
	Add payers
	America set. Liv
	Date and hoquency
	# Pay now
	Pay take:
	Future date DOMMANYY III
	C artige recently
	Start from DOBBLOCCOV III
	Frequency: [VVeH0y V]
	Number of payments.
	Amount of last
	payment
	Details
	For your account: Mobile Top-up
	Pay
	Click Pay to pro-
	the hill payment

You can Pay Now, Pay later (i.e. set up as a Forward Dated transfer) or set up as a Recurring Payment (by specifying the start date, frequency and number of payments, amount of last payment).

Mobile top-up amount must be within the limits stated below: Prepaid minimum BDT 20 to maximum BDT 1,000 per transaction Postpaid minimum BDT 50 to maximum BDT 10,000 per transaction

A window will appear to review details of Pay a bill. You can change the details if you made an error. Then confirm your payment details by clicking 'Confirm' button.

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		Help
From and to		
From account:	001-005 EDT	
Pay to:	BANGLALINK PREPAID 019	
Payment		
Amount in BDT:	100.00	
Date and frequency		
Payment type:	Pay now	
Details		
For your account:	Mobile Top-up	
	Confirm Chang	e Cancel

Pay a bill - Review details

Pay a bill Step 3

Enter Security code for verification and click on 'Confirm' to complete.

	Security code veri	fication	Help	
	Please enter your security	code from the security toke	0	
	Enter security code:			security code
				Confirm Cancel
				Enter Security code for verification and click 'Confirm' to complete the bill
Pay a bill - Acknowledgeme	nt		Help	payment.
From and to				
From account:	001	ACCOUNT		
Pay to:		l		
Payment				
Amount in BDT:	20.00			
Date and frequency				<b>←</b>
Payment type:	Pay now			
Effective date:	February 22, 2022			$\downarrow$
Details				Finally, an Acknowledgement
For your account:	Mobile Top-up			window will appear for your reference.
Transaction reference				
Number:	343271X18240			
		Pay another bill	Account summary	



## Pay multiple bills Step 1

Log in your PIB profile and click 'Pay multiple bills' under 'Pay bills' Tab from the left-side panel.

ay tells	You have 22 new messages			Print	
Pay a bill Pay multiple bills	Pay multiple bills				
Vaintain payee list				Help	
ayment history	Pay from	01 005 007	ACCOUNT M		
uture payments taters	Account	1000 001	Account	Charle Balance I	
es inquiry				Check balance	
vices e or Setup	0	01-BEERE 005 BDT	ACCOUNT		
Statements / Advices	Pay to				
act centre	Payce		Date (DDMMYYYY)	Amount in BUT	
s and Conditions	ROBI PREPAID 018	•	28/02/2022	10	
π.	GRAMEENPHONE PREPAID 017	<b>~</b>	28/02/2022	10	
	-Select Payee-	~	28/02/2022		
	-Select Payee-	~	28/02/2022		
	-Select Payee-	¥.	28/02/2022		
	-Select Payee-	*	28/02/2022		Click 'Pay' to
			Contraction of the second of		proceed the b
				Pay	navment

Pav from			Help
Account:	001-086 BDT	CCOUNT	
Pay to			
Payee		Date	Amount in BDT
ROBI PREPAID 018		February 28, 2022	10.00
GRAMEENPHONE PR	REPAID 017	February 28, 2022	10.00
			Confirm Change Cancel
A windo	w will appear to review	details of Pav a bill. Yo	

A window will appear to review details of Pay a bill. You can change the details if you made an error. Then confirm your payment details by clicking 'Confirm' button.

## Pay multiple bills Step 2

Enter Security code for verification and click on 'Confirm' to complete.

	Security code verification	[ Help
	Please enter your security code from the security token	
	Enter security code:	security code
		Confirm Cancel
		Enter Security code for verification and click 'Confirm' to complete the bill payment.
Pay a bill - Acknowledgeme	ent	
From and to	Help	
From account:	001-086 BDT ACCOUNT	
Pay to:		
Payment		
Amount in BDT:	20.00	
Date and frequency		<b></b>
Payment type:	Pay now	
Effective date:	February 22, 2022	<b>↓</b>
Details		Finally, an Acknowledgement
For your account:	Mobile Top-up	window will appear for your reference.
Transaction reference		
Number:	343271X18240	
	Pay another bill Account summary	

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## Add payee Step 1

Log in your PIB profile and click 'Add payee' under 'Pay bills' Tab from the left-side panel.

ple bills	Add payee			
payee list history	Click "Search" below to add below:	a payee against a particular account o	or reference number. The account/reference number format is given	
syments	UTILITY NAME	A/C OR REFERENCE NO	OTHER INSTRUCTIONS	
	INSURANCE MetLife TELECOM OPERATOR	4-10 alphanumeric, policy number	Enter the policy number of your insurance Click for Screenshot	
vices	Grameenphone/ Banglalink/ Airtel/ Robi	11 digits, mobile number	Prepaid: min. 10 to max. 1,000 (BDT) and Postpaid: min. 50 to max. 10,000 (BDT)	
	Teletalk	11 digits, mobile number	Only for Prepaid: Min. 10 to max. 1000 (BDT)	
ions.	Find Payee Select a search option from the	dropdown list and input your search criter	ria, or click on a letterinumber to list the payees starting with the selected	h Click 'Sear
	Payee name: Startin Startin	ng with 🛩	Search	to find the list
	All pa	yees AIBICIDIEI	FIGHHIJIKILIMI	
		NIOIPIQIRI	SITIUIVIWIXIYIZ	

a. In the 'Find Payee' section, select 'All payees' from the Payee name drop-down list and click on 'Search'. Choose a merchant from the list.

AIRTEL POSTPAID		]
AIRTEL PREPAID		
BANGLALINK POSTPAID		
BANGLALINK PREPAID		
GRAMEENPHONE POSTPAID		c. List of merchants
GRAMEENPHONE PREPAID		will appear to
METLIFE		choose.
ROBI POSTPAID		
ROBI PREPAID		
TELETALK PREPAID	-	

HSBC Personal and Internet Banking: November 2022 Edition Issued by The Hongkong and Shanghai Banking Corporation Limited in Bangladesh Add payee Step 2

Enter the Account Number/Reference Number with Merchant.

Merchar	nt	
Merchan	t name:	BANGLALINK PREPAID
Account	Number/Reference Number with MerchantClick here for list	019XXXXXXXX
		Add
		Click 'Add' to confirm the merchant
	Add payee - Review details	
		Help
	Merchant	
	Merchant name:	BANGLALINK PREPAID
	Account number:	019XXXXXXXX
		Confirm Change Cancel
		A window will appear to review Add payee details and click 'Confirm'.

Add payee Step 3

Enter Security code for verification and click on 'Confirm' to complete.



Add payee - Acknowledgemen	nt		
Now select "Pay Bill" from below to pay a b	ill to the newly created merchant.		
		Help	
Merchant			
Merchant name:	GRAMEENPHONE PREPAID		
Account number:	017		
		Add another payee Pay a bill	
			↓
		d. F wind refe	nally, an Acknowledgement dow will appear for your rence.

#### Maintain payee list Step 1

Log in your PIB profile and click 'Maintain payee list' under 'Pay bills' Tab from the left-side panel.

Accounts Pay bills	💌 Y	ou have 22 new messages		Print
<ul> <li>Pay a bill</li> <li>Pay multiple bills</li> </ul>	Mair	ntain payee list		
<ul> <li>Add payee</li> <li>Maintain payee list</li> </ul>		Merchant name	Account with merchant	Payee code
Payment history     Euture navments	۲	AIRTEL PREPAID	0165	01
Transfers	0	BANGLALINK PREPAID	019	04
Rates inquiry	0	GRAMEENPHONE PREPAID	017	05
View or Setup	0	GRAMEENPHONE PREPAID	017	03
Statements / Advices Alert services	0	ROBI PREPAID	018	02
Contact centre				
Terms and Conditions				Update Delete

This function enables the customer to view all the payees that they have already selected and provides the option to either update or delete a payee. If update is selected, the payee is provided with the existing Mobile or Insurance Policy number. The client is then given the option to replace the existing Mobile or Insurance Policy number with a new one. Two options then remain either Update or Cancel.



Select the desired Mobile or Insurance Policy number then click "Update".



Select the

'Update'.

desired Merchant

name then click

#### Maintain payee list Step 2

Review the details and enter Security code for verification and click on 'Confirm' to complete.



Maintain another payee Pay multiple bills

Acknowledgement window will appear for your reference.

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#### Payment history

Log in your PIB profile and click 'Payment history' under 'Pay bills' Tab from the left-side panel.

Customers can view details of previous transfers for specific date range by selecting the Payment History function from the Pay Bills sub-menu.

Pay a bill						
Pay multiple bits Add payee	Payment history					
Maintain payee list Payment history	Account					
Future payments	Select:	001	086 BDT			
fransfers Rates incuiry		001-000-000	BDT ACCOUNT			
Services	Date range			1000		
Neur or Setup Natementa / Advices	From: 01/01/2	021	To: 06/03/2022	112	Go	
Vert services						
Terms and Conditions	Click on the underline	d column headings to sort	your transactions.			
nogon	Data	From account	Pay to	Amount	Status	
(MCS)	February 22, 2022	001 085	ROBI PREPAID	BDT 20.00	Completed	
	February 28, 2022	001	ROBI PREPAID	BDT 10.00	Completed	
	February 28, 2022	001-	GRAMEENPHONE PREPAID	BDT 10.00	Completed	

After selecting the specific date range then click 'Go' to view the bill payment history.

The information appearing will be under the following headings:

- \* Date
- \* From Account
- \* Pay To
- \* Payment Amount
- \* Status either completed or rejected.
- By clicking on the transferred date, full details can be viewed.



#### **Future payments**

Log in your PIB profile and click 'Future payments' under 'Pay bills' Tab from the left-side panel.

The customer can view, delete and make changes to all future payments by clicking on the 'Future Payments' option from the Pay Bills sub-menu. The system will process the transfer on the due date. If it cannot be made for any reason, a pre-formatted message will be sent to the customer's mailbox advising him/her of the reason for non-payment.

Accounts Pay DBs • Pay a bill • Pay multiple bills • Ado payee	You have 22 new m     Future payments	iessages		Print	
Maintain payee list     Payment history     Future paymenta  Transfers Rates inquiry Services View or Setup	Account Select: Date range	001-086 BDT		Ε	After selecting
Statementa / Advices Alect services Contact centre Terms and Conditions Logott	Date March 7, 2022	Pay to ROBI PREPAID	To: 07/03/2022 444 Amount Frequ BDT 100.00	uency	range then click 'Go' to view the Future payment details.

The information appearing will be under the following headings:

- \* Date
- \* Pay to
- \* Amount

Frequency – Weekly, Fortnightly, Bi-Monthly, Monthly, Quarterly, Half-Yearly, Yearly, Daily, Monthly and Adhere to Month End – (Frequency depending on Number of Payments inputted while setting up recurring payment.

By clicking on the future date of a transfer, full details can be viewed, deleted and even can make changes.



# Transfers >
#### Make a transfer

#### **Transfers Option**

The term' Transfer' is used on PIB to describe all payments and transfers whether these are:

- 1. Within accounts under same profile
- 2. Within accounts at the local HSBC
- 3. Local Banks
- 4. Issuance of a Cashier' Order

Transfers can be:

- 'One off' payments
- Diarized for a future date (i.e. Standing Instructions)
- Saved as a template (i.e. pre-designated Internet Banking displays as Saved Transfers)
- Set up as Recurring Transfers (i.e. Standing Instructions)

All transfers are subject to the Daily Transaction Limits set up for PIB.

The following menu options are available under 'Transfers' menu:

- Make a Transfers
- Saved Transfers
- Transfer History
- Future Transfers

#### NOTE

- Only eligible accounts can be debited. Loan accounts, dormant/unclaimed/closing or accounts with special instructions cannot be debited and the customer will be advised of this on-screen.
- Local banks transfer and issuance of a Cashier Order will require back office approval before being released/sent.

#### For Local Transfer Step1

Log in your PIB profile and click 'Make a Transfer' under 'Transfer' Tab from the left-side panel

2.038644							
Accounts	C You have 20 new	m You have 20 new messages					
Paybils							
Make a transfer	Make a Transfer						
Saved transfers	Local Beneficiar	v Transfer (BEFTN) - Important Notes					
Transfer history							
Future transfers	Customers must read the first BEFTN transit	the BEFTN agreement carefully and agree with the Terms and Co action. To agree, customers must send a message using "Contact	nditions before initiating Centre" > "Send				
Rates incurry	Message" option from	the left-hand menu (message subject. BEFTN Registration) in the	Personal Internet				
Senices	Terms and Conditions	specified in BEFTN Agreement. I request you to activate the BEF	TN funds transfer facility				
View or Setup Statements / Advices	for my account and au through Personal inter Cadet College Club I	shortze you to set my daily transfer limit to BDT500,000 so that i i met Banking " Customers can also carry out Other Bank Credit ( See Payment through BEFTN	any use the sold facility Card Bill Payment and				
Alert services	Drocessing suboff th	na'					
Contact earths	BEFTN 4:00 PM (2:30	PM during Ramadan), Sunday to Thursday (except government	holidays).				
Terms and Conditions	RTGS 3:30 PM (1:00)	PM during Ramadan), Sunday to Thursday (except government h	olidays).				
Logot			1 Martin				
	From and to		And the second sec				
	From account:	001 -066 BDT ACCOUNT					
		001086 BOT ACCOUNT	Church Instances	a. Select your debit			
			Crieck balance	account from the 'Erc			
		001 ACCOUNT					
	Transfer to:	-Select Transfer to-		account' drop-down l			
	1. A A A A A A A A A A A A A A A A A A A						
	Transfer						
	Amount:						
	Durmencur	Same as "From account" ~					
	- Serency:						

	Accounts Pay bils	You have 2	10 new messages	
	Make a transfer • Saved transfers • Transfer bistory	Make a Trans	sfer	Help
	Future transfers	From and to		
	Rates inquiry Services	From account:	001-085 BDT ACCOUNT	
	View or Setup Statements / Advices		001-1006 BDT	
	Contact centre	Transfer to:	Local beneficiary 👻	
	Terms and Conditions Logoff		-Select Transfer to- 001	
b. Choose Local beneficiary		Beneficiary deta	Local beneficiary	
from the 'Transfer To'		Name:	Cashier's order Demand draft	
drop-down list		Account		
		number:		
		Choose any of th	te below options:	
			AB BANK LTD ALL BRANCH	
		O Clearance		

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#### For Local Transfer Step2

Enter Beneficiary details and transfer details

Denenciary deta	MOL						
Name.	MOI						name and number
Account	XXX	123					
number:				1			
Choose any of the	e belov	w options:					
0		Beneficiary deta	iils	_			
۲	AB	Name:	Mr HSBC Customer				c. Enter your transfer amount in BDT
O Clearance		Account	XXX123				
code		number:					
(optional):		Choose any of th	e below options:	Transfer			
		- -		Amount in BDT:	5000		
b. Select your desired Bank Branch from Irop-down list.	◄	<ul> <li>Clearance code (optional):</li> <li>Transfer</li> <li>Amount in BDT:</li> <li>Date and freque</li> <li>Transfer now</li> <li>Transfer later:</li> </ul>	Credit Card- Southeast Bank Credit Card- Standard Chark Credit Card- United Commer DHAKA BANK LTD BARIS DHAKA BANK LTD BOGR DHAKA BANK LTD BOGR DHAKA BANK LTD BOGR DHAKA BANK LTD CHITT, DHAKA BANK LTD CHITT,	<ul> <li>Date and freque</li> <li>Transfer now</li> <li>Transfer later:</li> <li>Future date:</li> <li>Set up recurring transfer:</li> <li>Start from:</li> <li>Frequency:</li> <li>Number of transfers:</li> <li>Amount of last transfer:</li> </ul>	DDMMYYYY 122 DDMMYYYY 122 Weekly 1	<b>v</b> ]	
		Future	DHAKA BANK LTD COMIL	Details			
		unci		For beneficiary:	Mohammed Erfan Elahi Account Number XXX123		Transfer Save Transfer and save

Tips: You can setup future payments by selecting the 'Transfer later' or 'Set up recurring transfer' option.

d. Click Transfer



#### For Local Transfer Step3

Transfer – Review Details and confirm your fund transfer instruction.

	Beneficiary details			
	Name:	MOHAMMED ERFAN ELAHI		
	Account number:	XXX123		
	Choose any of the below options:	DHAKA BANK LTD CHITTAGONG - GOHIRA		
	Transfer			
	Amount:	BDT 5,000.00		
	Date and frequency			
	Transfer type:	Transfer now		
	Details			
	For beneficiary:	Mohammed Erfan Elahi		
		Account Number XXX123		
	For your account:	Transfer		
		Confirm Change	Cancel	
			nowiedgement	[ Help
		0	From and bank charges will be post	ed separately and can be reviewed via an account history shortly.
	a. A window will appear to re	eview details of fund	From account.	001 CONTRACTOR ACCOUNT
t	ransfer. You can change the de	etails if you made an	Transfer to:	Local beneficiary
	clicki	ng 'Confirm' button.	Beneficiacy details	
			Account number:	MORANNED EXPAN EDAN
			Choose any of the below options:	
			Transfer	10 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -
Security cod	e verification	1 Help	Areount:	80T \$ 900 00
-			Date and Bequency	
Enter security cook	entity role bins the tensity takes	security code	Transfer type:	Transfer now
				Pervary 27, 2022
			For beneficiary:	
			For your account:	
		Castra Casal	Toosaction reference	
		0	Number:	343274X24912
	b. Enter Sec	curity code for		Make another transfer Account summary
	Verifica (Confirm' to	ation and click		
	fund transf	er instruction.	c. Finally, an	Acknowledgement
			window will a	appear for your
			reterence.	

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#### BACK TO HOME >

#### For own HSBC accounts Transfer Step1

Log in your PIB profile and click 'Make a Transfer' under 'Transfer' Tab from the left-side panel

From	n and to		
From	n account:	003-001 BDT SAVINGS A/C RES V	a. Select your debit account from the 'From account' drop down list
		Check balance	the from account drop-down ist
		003-001 BDT SAVINGS A/C RESIDENT	b. Choose your own HSBC
Tran	sfer to:	-Select Transfer to-	account from the 'Transfer To' drop-down list
Tran	isfer		
Amo	ount:		→ c. Enter your transfer amount
Curr	ency:	Same as "From account"	
Date	and frequency		d. Account currency should
۲	Transfer now		be similar as cross currency
0	Transfer later:		is not allowed.
	Future date:		
0	Set up recurring trans	fer:	
	Start from:		
	Frequency:	Weekly	
	Number of transfers:	1	
	Amount of last		
	transfer:		
Deta	ils		
For	your account:		
		Transfer Save Transfer and save	
		e. Click 'Transfer'	

Tips: You can setup future payments by selecting the 'Transfer later' or 'Set up recurring transfer' option.

#### For own HSBC accounts Transfer Step2

Transfer – Review Details and confirm your fund transfer instruction.

			Help	
From and to			Thep	
From account:	003 001 BDT SA	AVINGS A/C RESIDENT		
Transfer to:	003-0011 BDT CU	URRENT A/C RESIDENT	_	
Fransfer				
Amount:	BDT 10.00		_	
Date and frequency				
Transfer type:	Transfer now		_	
Detai <b>ls</b>				
For your account:				
		Confirm	hanne Cancel	
		Commit C	nange cancer	
_	_			
a. A window	will appear to reviev	w details of	Transfer - Acknow	wiedgement
a. A window fund transfer	will appear to reviev You can change th	w details of he details if	Transfer - Acknow	wiedgement
a. A window y fund transfer you made an	will appear to review . You can change th error. Then confirm	w details of he details if n your fund	Transfer - Acknow From and to From account:	wiedgement expansion BDT SAVINGS AC RESIDENT
a. A window y fund transfer you made an transfer detail	will appear to reviev . You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From and to From account Transfer to:	Wiedgement 003 003 003 001 BDT SAVINGS ATC RESIDENT 003
a. A window y fund transfer you made an transfer detail	will appear to reviev . You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From East 10 From account: Transfer to: Transfer to:	Wiedgement 003 003 001 BDT SAVINGS A'C RESIDENT 003 011 BDT CURRENT A'C RESIDENT
a. A window y fund transfer you made an transfer detail	will appear to reviev You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From and to From account Transfer to: Interstite Amount:	Wiedgement 003 - 001 BOT SAVINGS AC RESIDENT 003 - 011 BDT CURRENT A/C RESIDENT BDT 10.00
a. A window y fund transfer you made an transfer detail	will appear to review . You can change th error. Then confirm is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From account: Transfer to: Transfer to: Transfer to: Edition: Amount: Editional Englanesy	Wiedgement 003 001 BDT SAVINGS AIC RESIDENT 003 011 BDT CURRENT AIC RESIDENT BDT 10.00
a. A window y fund transfer you made an transfer detail	will appear to reviev . You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From account: Transfer to: Transfer to: Date and Timpuentsy Transfer type:	wiedgement occilent-oon BDT SAVINGS AC RESIDENT occilent BDT CURRENT AC RESIDENT BDT 10.00 Transfer now
a. A window y fund transfer you made an transfer detail	will appear to review You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From account: Transfer to: Transfer to: Transfer to: Doile and integrancy Transfer type: Effective dates	Wiedgement 003 001 BDT SAVINGS AIC RESIDENT 003 011 BDT CURRENT AIC RESIDENT BDT 10.00 Transfer now September 21, 2022
a. A window y fund transfer you made an transfer detail	will appear to review You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From Eaco Ho From account: Transfer to: Frintille: Amount: Data and Thequency Transfer type: Effective date: Data	wiedgement 003 001 BDT SAVINGS AC RESIDENT 003 011 BDT CURRENT AC RESIDENT BDT 10.00 Transfer naw September 21, 2022
a. A window y fund transfer you made an transfer detail	will appear to review You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From account Transfer for Transfer for Transfer for Date and Transfer Transfer type: Effective date Details For your account:	wiedgement oos
a. A window y fund transfer you made an transfer detail	will appear to review You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From account: Transfer to: Transfer to: Transfer to: Distribut Amount: Distribut Insufer type: Effective date: Distribut For your account:	wiedgement 003 001 BDT SAVINGS AC RESIDENT 003 011 BDT CLIRRENT AC RESIDENT BDT 10.00 Transfer now September 21, 2022
a. A window y fund transfer you made an transfer detail	will appear to review You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From account: Transfer to: Transfer to: Transfer to: Transfer to: Transfer type: Effective date: Defets For your account: Transfer type: Effective date: Defets	wiedgement example of BDT SAVINGS AC RESIDENT example of BDT SAVINGS AC RESIDENT example of BDT 10.00 Transfer now September 21, 2022 150773X42
a. A window y fund transfer you made an transfer detail	will appear to review You can change th error. Then confirm Is by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From account: Transfer to: Transfer to: Transfer to: Data and integrations: Transfer type: Effective date: Datails For your account: Transfer type: Effective date: Datails	wiedgement 003 001 BDT SAVINGS AC RESIDENT 003 011 BDT CURRENT AC RESIDENT BDT 10.00 Transfer now September 21, 2022
a. A window y fund transfer you made an transfer detail	will appear to reviev . You can change th error. Then confirm 's by clicking 'Confir	w details of he details if n your fund rm' button.	Transfer - Acknow From and to From account: Transfer to: Transfer to: Definition iniquentsy Transfer type: Effective date: Definition For your account: Transaction reference: Number:	Wiedgement 003 001 BDT SAVINGS AC RESIDENT 003 011 BDT CURRENT A/C RESIDENT BDT 10.00 Transfer naw September 21, 2022 150773X42 Make another transfer  Ac

#### For Other HSBC accounts Transfer Step1

Log in your PIB profile and click 'Make a Transfer' under 'Transfer' Tab from the left-side panel

			Help	
From	n and to			
From	account:	001	Check balance	<ul> <li>a. Select your debit account from the 'From account' drop-down list</li> </ul>
		001-010776-086 BDT STAFF ACCOUNT		decount drop down list.
Trans	sfer to:	-Select Transfer to-		
Tran	sfer	001		h Chasse Other USPC secount
Amo	unt:	Local beneficiary Overseas beneficiary		from the 'Transfer To'
Curre	ency:	Cashier's order Demand draft		drop-down list
Date	and frequency			
۲	Transfer now			
0	Transfer later:			
	Future date:			
0	Set up recurring trans	fer:		
	Start from:			

#### For Other HSBC accounts Transfer

Step2

Enter Beneficiary details and transfer details

From and to				
From account:	003-001 BDT SAVINGS	A/C RES 🗸		
			Check balance	
	003-001 BDT SAVINGS A/C F	RESIDENT		
Transfer to:	Other HSBC account	~		
	Other HSBC account			
Beneficiary details			_	
Account number:				- Type your beneficiary
Currency:	Bangladesh Taka 🗸			account number
sananay.				
Transfer				
Amount:				b. Enter your transfer amount
Currency:	Same as "From account" 🗸			
		<ul> <li>Transfer now</li> <li>Transfer later:</li> <li>Future date:</li> <li>Set up recurring trans</li> <li>Start from:</li> <li>Frequency:</li> <li>Number of transfers:</li> </ul>	DDMMYYYY 1 sfer: DDMMYYYY 1 Weekly 1	
		transfer: Details For your account:		Transfer Save Transfer and save
Tips: You can s ' <mark>Transfer late</mark> r'	etup future payments by s or 'Set up recurring transf	selecting the er' option.	c. Clie	ck 'Transfer'

#### For Other HSBC account Transfer Step3

Transfer – Review Details and confirm your fund transfer instruction.

From account: 003 01 BDT SAVINOS AVC RESIDENT Transfer to: 014er HSBC account  Beneficiary details Account number: 003 01 BDT Transfer Account number: 003 01 BDT Transfer Account number: 003 01 BDT Transfer Account number: 003 Date and frequency Transfer type: Transfer now Details For your account:  a. A window will appear to review details of d transfer. You can change the details if you adde an error. Then confirm your fund transfer details by clicking 'Confirm' button.  a. A window will appear to review details of d transfer. You can change the details if you adde an error. Then confirm your fund transfer				
Transfer to:: Other HSBC account   Boneficlary details   Account number:: 002 001 BDT   Transfer   Anount:: BDT 10.00   Date and frequency   Transfer type:: Transfer now   Details   For your account:   a. A window will appear to review details of transfer. You can change the details if you add ransfer. You can change the details if you add an error. Then confirm your fund transfer details by clicking 'Confirm' button. <b>Tansfer - Acknowledgement</b> edw withdide   for withdide   manual click 'Confirm' to complete the for werification and c	From account:	-001 BDT SAVINGS A/C RESIDEN	т	
Beneficiary details   Account number: 003   001 BDT     Transfer   Amount: BDT 10.00   Date and frequency Transfer type:    Transfer type: Transfer now   Details For your account:  a. A window will appear to review details of id transfer. You can change the details if you add an error. Then confirm your fund transfer. details by clicking 'Confirm' button.   a. A window will appear to review details of id transfer. You can change the details if you add an error. Then confirm your fund transfer. details by clicking 'Confirm' button.     codw writeding      • Codw writeding      • Details           • Confirm 'we write the	Transfer to:	Other HSBC account		
Beneficiary details   Account number: 003   003 -001 BDT   Transfer   Amount: BDT 10.00   Date and frequency Transfer type: Transfer now Details For your account:  Contime Change Cancel   Image: Cancel     a. A window will appear to review details of id transfer. You can change the details if you details by clicking 'Confirm' button.     Image: Cancel     Image: Contern     Image: Cancel     Image: Contern     Image: Conter				
Account number: 003-001 BDT Transfer Amount: BDT 10.00 Date and frequency Transfer now Details For your account:  a. A window will appear to review details of id transfer. You can change the details if you ide an error. Then confirm your fund transfer details by clicking 'Confirm' button.  rever wellstate    rever wellstate      b. Enter Security code for verification and click 'Confirm' to complete the	Beneficiary details			
Transfer         Anount:       EDT 10.00         Date and frequency       Transfer type:         Transfer type:       Transfer now         Details       For your account:         a. A window will appear to review details of ud transfer. You can change the details if you details by clicking 'Confirm' button.       Transfer - Acknowledgement         details by clicking 'Confirm' button.       Transfer - Acknowledgement         readwards are status by clicking 'Confirm' button.       Transfer - Acknowledgement         readwards are status by clicking 'Confirm' button.       Transfer - Acknowledgement         readwards are status by clicking 'Confirm' button.       Transfer - Acknowledgement         readwards are status by clicking 'Confirm' button.       Transfer type:         readwards are status by clicking 'Confirm' button.       Transfer type:         readwards are status by clicking 'Confirm' button.       Transfer type:         readwards are status by clicking 'Confirm' button.       Transfer type:         readwards are status by clicking 'Confirm' button.       Transfer type:         readwards the status are status by clicking 'Confirm' button       Transfer type:         readwards the status are status by clicking 'Confirm' button       Transfer type:         readwards the status are status by clicking 'Confirm' to complete the status are status by clicking 'Confirm' to complete the status are status	Account number:	003		
Amount: EDT 10.00 Date and frequency Transfer type: Transfer now Details For your account:  a. A window will appear to review details of or dramsfer. You can change the details if you adde an error. Then confirm your fund transfer details by clicking 'Confirm' button.  a. A window will appear to review details of the details of the details of the details by clicking 'Confirm' button.  b. Enter Security code for verification and click 'Confirm' to complete the	Transfer			
Date and frequency   Transfer type:   Transfer now   Details For your account:   Contime   Contime   Cancel   a. A window will appear to review details of ad transfer. You can change the details if you ade an error. Then confirm your fund transfer details by clicking 'Confirm' button.     review will take an error. Then confirm your fund transfer details if you details by clicking 'Confirm' button.     review will take an error. Then confirm your fund transfer details if you details by clicking 'Confirm' button.     review will take an error. Then confirm your fund transfer details by clicking 'Confirm' button.     review will take an error. Then confirm your fund transfer details by clicking 'Confirm' button.     review will take an error. Then confirm your fund transfer details by clicking 'Confirm' button.     review will take an error. Then confirm your fund transfer details by clicking 'Confirm' button.     review will take an error. Then confirm your fund transfer details by clicking 'Confirm' button.     review will take an error. The confirm 'button.     review transfer details	Amount:	BDT 10.00		
Date and integretty   Transfer type:   Transfer now   Details For your account:   Confirm   Cancel   a. A window will appear to review details of d transfer. You can change the details if you details by clicking 'Confirm' button.   Image: Confirm   Transfer - Acknowledgement   Image: Confirm   Confirm   Image: Confirm   Transfer - Acknowledgement   Image: Confirm <td></td> <td></td> <td>_</td> <td></td>			_	
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Image Confirm Cancel   a. A window will appear to review details of add transfer. You can change the details if you adde an error. Then confirm your fund transfer details by clicking 'Confirm' button.   Image Image   Transfer - Acknowledgement   Image Image   Transfer to the rest of the formaccount:   Image Image   Transfer to the rest of the formaccount:   Image Image   Transfer to the rest of the formaccount:   Image Image   Transfer to the rest of the formaccount:   Image Image   Transfer to the rest of the formaccount:   Image Image   Transfer to the rest of the formaccount:   Image Image   Transfer to the rest of the re	For your account:			
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<ul> <li>b. Enter Security code for verification and click 'Confirm' to complete the</li> </ul>	a. A window w	vill appear to review details of	Transfer - Acknow	ledgement
<ul> <li>ade an error. Then confirm your fund transfer details by clicking 'Confirm' button.</li> <li>from account: Bot Bot Bot Bot Bot Bot Bot Bot Bot Bot</li></ul>	nd transfer. You	can change the details if you	( )	
details by clicking 'Confirm' button.     reade wellication     reade	ade an error. Th	en confirm your fund transfer	From and to	
roode verification     prode verification   prode verification   prode verification   prode verification   prode verification   prode verification   prode verification   prode verification   prode verification   prode verification	details	· · · · · · · · · · · · · · · · · · ·	From account:	001 001 EDT SAVINGS A/C RESIDENT
Account number: 001 001 BDT fransfer type: BDT 10.00 Network: B		by clicking 'Confirm' button.	From account: Transfer to:	D01
code verification     interactive rack has the security state     interactive rack has the security code     interactive rack has the security code for verification and click 'Confirm' to complete the		by clicking 'Confirm' button.	From account Transfer to: Depeticiony details	001 001 001 BDT SAVINGS A/C RESIDENT Other HSBC account
Anount: BOT 10.00 Anount: BOT 10.00 Defended heading black Security code for verification and click 'Confirm' to complete the		by clicking 'Confirm' button.	From account Transfer to: Boxetik-lary details Account number:	001 001 EDT SAVINGS A/C RESIDENT Other HSEC account 003-001 EDT
b. Enter Security code for verification and click 'Confirm' to complete the	code verification	by clicking 'Confirm' button.	From account Transfer to: Boxediclary details Account number: Transfer	001 001 EDT SAVINGS A/C RESIDENT Other HSBC account 003
b. Enter Security code for verification and click 'Confirm' to complete the	code verification	s by clicking 'Confirm' button.	From account Transfer to: Bundikdery details Account number: Transfer Amount;	001 001 EDT SAVINGS A/C RESIDENT Other HSEC account 003 001 EDT 801 10.00
Contra Contra         b. Enter Security code for verification and click 'Confirm' to complete the	code verification	s by clicking 'Confirm' button.	From account Transfer to: Boxeficiary details Account number: Transfer Amount; Date and frequency. Transfer tere:	DOTOOT EDT SAVINGS A/C RESIDENT Other HSBC account DOTOOT EDT BOT 10.00
b. Enter Security code for verification and click 'Confirm' to complete the Account Ac	code verification	s by clicking 'Confirm' button.	From account: Transfer to: Deneticiary details Account number: Transfer Arrount: Date and frequency Transfer type: Effective date:	001 001 EDT SAVINGS A/C RESIDENT Other HSEC account 003 001 EDT BOT 10.00 Transfer row Suptember 20, 2022
b. Enter Security code for verification and click 'Confirm' to complete the	code verification	s by clicking 'Confirm' button.	From account: Transfer to: Boxeficiary details Account number: Transfer Amount: Date and frequency Transfer type: Effective date: Details	001 001 EDT SAVINGS A/C RESIDENT Other HSBC account 003 003 003 001 EDT 001 EDT 001 EDT 003 EDT 10.00 Transfer now September 20, 2022
b. Enter Security code for verification and click 'Confirm' to complete the Acco	code verification	s by clicking 'Confirm' button.	From account: Transfer to: Deneticlary details Account number: Transfer Arnount: Date and frequency. Transfer type: Effective date: Details For your account:	001 EDT SAVINGS A/C RESIDENT Other HSBC account 003 003 BDT 10.00 Transfer now September 20, 2022
b. Enter Security code for verification and click 'Confirm' to complete the	code verification	s by clicking 'Confirm' button. Item	Prom account: Transfer to: Beneficiary dutails Account number: Transfer Amount; Date and frequency: Transfer type: Effective date: Details For your account: Transaction poterence	001 CONTENT SAVINGS A/C RESIDENT Other HSBC account 003 CONTENT 003 CONTENT 00
and click 'Confirm' to complete the	y code verification	s by clicking 'Confirm' button. Itep	Promaccount: Transfer to: Deneticlary details Account number: Transfer Amount: Date and frequency Transfer type: Effective date: Details For your account: Transaction reference Number:	001 001 EDT SAVINGS A/C RESIDENT Other HSBC account 003 001 EDT 003 001 EDT BDT 10.00 Transfer now September 20, 2022
	code verification	s by clicking 'Confirm' button.	H  From account:  Transfer to:  Deneticiary details  Account number:  Transfer  Arnount:  Date and frequency  Transfer type:  Effective date:  Denails  For your account:  Transaction suference  Number:	DOT CONTENT SAVINGS A/C RESIDENT Other HSBC account 003 001 EDT BOT 10.00 Transfer now September 20, 2022
	b. Enter Secu and click 'C	s by clicking 'Confirm' button.	Promaccount: Transfer to: Denetic lary details Account number: Transfer Amount: Date and frequency Transfer type: Effective date: Details For your account: Transaction reference Number: C. Fin	DOT COT EDT SAVINOS A/C RESIDENT Other HSEC account 0003-001 EDT BDT 10.00 Transfer now September 30, 2022 150099X740 

#### BACK TO HOME >

Hel

#### Transfer to a Cashier's order Step1

Transfer – Log in your PIB profile and click 'Make a Transfer' under 'Transfer' Tab from the left-side panel and Enter Beneficiary details and transfer details

	From and to				
ľ	From account:	003-001 BDT SAVINGS A/C RES V	Check balance	a. Select from the	your debit account 'From account'
		-001 BDT SAVINGS A/C RESIDENT			/IT IISt.
	Transfer to:	Cashier's order	4	b. Choose	e Cashier's Order
		Cashier's order		from the drop-dow	' <mark>Transfer To</mark> ' /n list
	Delivery options				
	Mail to you			c. Select	delivery option:
	O Mail to beneficiary			Mail to	you (i.e. account
	O Collect at branch	Dhaka Main Office, Anchor Tower 🗸		Mail to	beneficiary
	I hereby authorise:			Collect	at branch with
	Bearer's name:			rization	for 3rd party to pick
				up the (include	cashier's order es Bearer's name
Benef	iciary details			and ID)	
Name:			•	d. Type y	our beneficiary
Addre	ss:			name and	d address
Turne	<u></u>				
Amou	nt:			o Entory	our transfor
Curror	acv: B	angladesh Taka 🗙		amount i	n BDT
Currer	icy.			f Specify	additional transfor
Detail	s			details fo	r beneficiary and
For be	neficiary:			for your a	iccount
For yo	our account:			$\sim$	
			Transfer	g. Click '	īransfer'

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#### Transfer to a Cashier's order Step2

Review Details and confirm your fund transfer instruction.

Address:	101, Dhanmondi			
	Dhaka			
T				
Iranster				
Amount:	BDT 1,200.00			
Charges:	To be taken in line with our tariff			
Date and frequency				
Transfer type:	Transfer now			
Details				
For beneficiary:	Tax commissioner office			
For your account:	Income Tax payment			
		Confirm Change Cancel		

a. A window will appear to review details of fund transfer. You can change the details if you made an error. Then confirm your fund transfer details by clicking 'Confirm' button.



Security code ver	rification		Hel	p
Raad arter por social	ly code have the annually being			
Enter security code:				
b.	Enter Secur and click 'Co fu	ity code for ve onfirm' to com Ind transfer ins	rification plete the struction.	

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Tast required will be preserved	Id mamaelly. Out Het. 802	
From and Re		
From account:	100-1001 BOT SAVINOS AG RESIDENT	
Tranafer to	Dashers order	
Deficery exilines		
Model	Mail to you	
Receivery delate		
Namel	WR HERC CUSTOWER	
Address	101. Diannoid	
	Draka	
Transfer		
Amount	807 1,200 50	
Oate and heighting		
Transfer type	Transfer new	
Eletada		
For beneficiary	Tax samminalarar office	
For your account:	income Tex payment	
Transaullion reference		
Number:	105773A00	

c. Finally, an Acknowledgement window will appear for your reference.

#### BACK TO HOME >

#### **Saved transfers**

## Log in your PIB profile and click 'Saved transfers' under 'Transfer' Tab from the left-side panel.

If the customer has transfers to make where the beneficiary details do not change but the amount and frequency may change each time the transfer is sent, these can be set up and saved as templates. This option is available to the customer via the 'Make a Transfer' page by selecting the 'Save' button after completion of the transfer/payment details.

Once the details have been saved as a template, they can be viewed, changed or deleted through the 'Saved Transfer' option within the Transfers menu. Additionally, the saved template can be used to effect the transfer by selecting the option 'Make a transfer' which will take the customer direct to the "Make a Transfer" page.



Beneficiary	Currency	Details for your account	Payee code
001-0086	BDT		01
4 789	BDT		16
MR. ABCD EFG	BOT		15

A window will appear to show the saved Beneficiary details. The customer can view, delete and make changes by clicking on the specific Beneficiary.

#### **Transfer History**

# Log in your PIB profile and click 'Transfer History' under 'Transfer' Tab from the left-side panel

Customers can view details of previous transfers by selecting the 'Transfer history' function from the 'Transfer' sub-menu. Details are:

- \* Debit Account
- \* If required, the customer can view transfers between specific dates (by inserting two dates in the boxes)



Date 🔳	Transfer to	Transfer amount	Details for your account
lugust 2, 2021	2 01 8DT	8DT 105,000.00	
August 29, 2021	1 35 BDT	BDT 150,000.00	

The information appearing will be under the following headings:

- ★ \* Date
  - \* Transfer to
  - \* Transfer Amount
  - \* Details for your account
  - By clicking on the actual date of a transfer, full details can be viewed.



#### **Future transfers**

# Log in your PIB profile and click 'Future transfers' under 'Transfers' Tab from the left-side panel.

The customer can view, delete and make changes to all future transfers by clicking on the 'Future Transfers' option from the 'Transfers' sub-menu. The system will process the transfer on the due date. If it cannot be made for any reason, a pre-formatted message will be sent to the customer's mailbox advising him/her of the reason for non-payment.

Accounts Pay bills Transfers	You have 22 r	new messages			Print	
Make a transfer     Saved transfers	Future transfer	8			I Help	
Transfer history     Future transfers	Account				1.144	
Rates inquiry	Select:	001-005	86 BDT STAFF ACCOUNT	•		Select your desired
Services					Check balance	account and Categor
View or Setup Statements / Advices		001-005 0	DT STAFF ACCOUNT			from the drop down
Alert services		Alternative				from the drop-down
Contact centre	Category:	All transfers				T
Logof	Date range					
	From:	DDMMYYYY	12 To:		Go	After selecting the
						specific date range
	Click on the underline	d column headings to sort your tran	sactions.			specific date range
	Date 🖻	Transfer to	Transfer amount	Details for your account	t.	then click 'Go' to vi
	March 8, 2022	Kazi Abdul Hamid	BDT 10,000.00	Family Expense		the Future paymen
						details
						detans.
_	_					

- \* Date
- \* Transfer to
- \* Transfer Amount
- \* Details for your account

By clicking on the future date of a transfer, future transfer full details can be viewed, deleted and even can make changes.

# Rates inquiry >

#### Interest rate inquiry

Log in your PIB profile and click 'Interest rate inquiry' under 'Rates inquiry' Tab from the left-side panel.

This screen displays interest rates for various products (as selected by the site), and includes both demand deposit and term deposit accounts.

Accounts Pay bills Transfers Dista lequiry	You have 22 new message	es	Print		
Services View of Setup Statements / Advices Alet services Contact centre Terms and Conditions Logoff	Account Type: Currency: Minimum balance:	Saving Account - Resident	Help	-+	Select account Type and Currency from the drop-down list.
	Amount 0.00 - 99,999.99 100,000.00 - 99,999,999,999.99 The rates mentioned are indicative an	nd subject to change without notice.	0 00% 0 50%	+	All information displayed, such as minimum balance
			Account summary		applicable interest rates.

# Services >

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and Country 

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MULTIN

#### Update personal information Step 1

Log in your PIB profile and click 'Update personal information' under 'Services' Tab from the left-side panel.

Customers can 'Update Personal Information' as follows: Annual Income No of dependents Occupation Employer Telephone Numbers (Home/Office/Mobile) Fax Numbers (Home/Office) E-mail Address

System will update the input value to the related fields as Straight Through Processing (STP), provided the following conditions are met: No joint accounts linked to the customer record PIB registration date for the customer must not equal to 'Today'.

Accounts	and the second se			
Payoffe	Tool have 37 new in	essages		
Tanker				
Rotes inquiry	Update personal info	emation		
Linder provid sites also + Report Replacement PBI + Stap chican	<ul> <li>Your personal inf details will be imit iff no information with. We will upd</li> </ul>	tormation is displayed in the fields below. Amend the appropri- modelity updated is displayed in any of the fields, key in the information you wate your defails accordingly.	teto details and your personal ant us to update our records	
Order cheque beak			Hinto	
<ul> <li>Seecladooxels</li> </ul>	Presand			
Formation accounts	Date of Lintle	1264/1975		
suming trails	Annual income	F1290000		
Setting Pressent	No. of Argentierts:	2		
perfer and mare	Ocception	INCRESSIONAL/SENSOR ADMINISTRATE V		
or temp methol Advices		PROPERTY AND ADDREED AT A REAL TAXABLE AND A		
And southern		Providence and a second s		
infatt centre	Emproport:	HSBC Bangladesh		
ante and Conditions rgelf	Telephone numbers (Please	incluite informational and local balling network		
	Harter:	12349678		Input the relevant fields
	ottor	90705c1		
	Meters	[11172346678		as appropriate for
	Fits sumblers (Please include	etensilaria entitore dalleg colect		undate
	Home:	745/322		apaato.
	Office	(*854378		
	e-mol-aciteres:	[stct714ggmail.com		
	Pierce rate that your study is the secondist to reflect poor to	dires of is out in al coefficiency or old itsightion during Po or onal altern	nos toto flad ynas Pansanal Dalaik olf also	
			to an I	
			and a second sec	
			0	
			AIIII	
			C I	
			Click 'Update'	

#### Update personal information Step 2

Review the details and click 'Confirm'

Personal	
Annual income:	120000
No. of dependents:	2
Occupation:	PROFESSIONAL/GENIOR ADMINISTRATIVE Y
Employer:	HSBC BANGLADESH
Telephone numbers (Please inclus	e international and local dialing codes)
Home:	12345678
Office:	9078541
Mobile:	01812345578
Fax numbers (Please include inten	ational and local dialing codes):
Home:	7854322
Office:	7054370
e-mail address:	abc1234@gmail.com
Please note that your email addres be amended to reflect your new en	s will be used for all e-notifications you select through internet banking. Please note that your Personal Details will also vall address
	Confirm Change Cancel

A window will appear to review details of Updated personal information. You can change the details if you made an error. Then confirm your payment details by clicking 'Confirm' button.

#### Update personal information Step 3

Enter Security code for verification and click on 'Confirm' to complete.

	51744 - 567 M			
Enter security code:	hy code from the secondy token	Continue Con	E	Enter Security confor verification and click 'Confirm' to complete the request.
	Update personal inform Research Annual income: No. of dependents:	ation - Acknowledgement 1200000 2	( Help	
	Update personal inform Personal Annual income: No. of dependents: Occupation:	ation - Acknowledgement 1200000 2 PROFESSIONAL/SENIOR ADMINISTRATIVE Y	Help	
	Update personal inform Personal Annual income: No. of dependents: Occupation: Employer: Telephone numbers (Please inclusion)	ation - Acknowledgement 1200000 2 PROFESSIONAL/SENIOR ADMINISTRATIVE Y HSBC BANGLADESH de international and local dialing codes (	Нер	
	Update personal inform Personal Annual income: No. of dependents: Occupation: Employer: Telephone numbers (Please inclu Home:	ation - Acknowledgement 1200000 2 PROFESSIONAL/SENIOR ADMINISTRATIVE Y HSBC BANGLADESH de international and local dialing codes): 12345678	Help	
	Update personal inform Fersonal Annual Income: No. of dependents: Occupation: Employer: Telephone numbers (Please inclu Home: Office:	ation - Acknowledgement 1200000 2 PROFESSIONAL/SENIOR ADMINISTRATIVE Y HSBC BANGLADESH de international and local dialing codes): 12345678 9876541	Heip	
	Update personal inform Personal Annual income: No. of dependents: Occupation: Employer: Telephone numbers (Please inclu Home: Office: Mobilie:	ation - Acknowledgement 1200000 2 PROFESSIONAL/SENIOR ADMINISTRATIVE Y HSBC BANGLADESH de international and local dialing codes): 12345678 9876541 01812345678	Help	
	Update personal inform Forsonal Annual income: No. of dependents: Occupation: Employer: Telephone numbers (Please inclu Home: Office: Mobile: Fix: numbers (Please include inte	ation - Acknowledgement 1200000 2 PROFESSIONAL/SENIOR ADMINISTRATIVE Y HSBC BANGLADESH de international and local dialing codee): 12345678 9876541 01812345678 mational and local dialing codes):	Heip	
	Update personal inform Personal Annual income: No. of dependents: Occupation: Employer: Telephone numbers (Please includ Home: Office: Mobile: Fax numbers (Please include intel Home:	ation - Acknowledgement 1200000 2 PROFESSIONAL/SENIOR ADMINISTRATIVE Y HSBC BANGLADESH de international and local dialing codes): 12345678 9876541 01812345678 mational and local dialing codes): 7854322	Help	
	Update personal inform  Forsonal  Annual income:  No. of dependents:  Occupation: Employer:  Telephone numbers (Please inclue Home: Office: Mobile: Fisc numbers (Please include intel Home: Office: Office:	ation - Acknowledgement 1200000 2 PROFESSIONAL/SENIOR ADMINISTRATIVE Y HSBC BANGLADESH de international and local dialing codee): 12345678 9876541 01812345678 mational and local dialing codes): 7854322 7654378	Heip	

Finally, an Acknowledgement window will appear for your reference.

Updating Correspondence Addresses button do not support auto-update.

#### Request Replacement PIN Step 1

Log in your PIB profile and click 'Request Replacement PIN' under 'Services' Tab from the left-side panel.

Accounts Pay bills Transfers Rates inquiry Services Update personal information PIN Step cheque Order cheque book Select accounts Resourt loct / stolen ATM card	Select Number: 0 GBP (ssee number: 1 0 BDT (ssee number: 1 0 BDT (ssee number: 1 0 USD (ssee number: 2 0 USD (ssee number: 2	Print   Help Request	Select your desired card number from the drop-down list
Issue replacement PIN - Review d	etails (58DT 1	Help	Cick 'Confirm' after review

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#### Request Replacement PIN Step 2

Enter Security code for verification and click on 'Confirm' to complete.



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#### Stop cheque

Log in your PIB profile and click 'Stop cheque' under 'Services' Tab from the left-side panel.

Allows customer to stop a specific cheque or a series of cheques on the accounts listed. The system would only allow 'stop cheque' by cheque number or cheque amount with a cheque number.

Transfers Rates inquiry		ges			Pr	int)	Select your desired account
Carolinasi	Stop cheque						number from the drop-down li
Update personal	Provide State				18	plp	<b>▲</b>
Request Replacement	Detailes	000	T ACCOUNT W				
Pau Sko cheque	Account	001 005 80	ACCOUNT				
Select accounts	Stop payment on:						
Fename accounts     Reduce internet     Savisno limits	Cheque number:	102206					Enter a specific cheque
Change Internet Banking Password	Amount	120000		_			number and cheque
Change security question and answer	Cheque number range:	1	To				amount
View or Setup Statements / Advices	Only cheques not received by HSBI	C at this time can be stopper	J for payment.				Click (Stop)
Alert services Contact centre					Stor		Click Stop
Terms and Conditions						-	
			Stop cheque - R	eview details			
			otop enedge - n				
			Details				( Help
			Details Account:		01- <b>600 BDT</b>	ACCOUNT	( Help
			Details Account: Stop payment on:	0	01- <b>1000</b> -086 BDT <b>10</b>	ACCOUNT	( Help
			Octails Account: Stop payment on:		01- <b>1000</b> -006 BDT	ACCOUNT (Amount: 120,000	0.00) Confirm Change Cancel
			Account: Stop payment on:		01- <b>1000</b> -086 BDT <b>10</b>	ACCOUNT (Amount - 120,000	0.00) Confirm Change Cancel
op cheque - Ackn	nowledgement		Details Account: Stop payment on:		01- <b>1000</b> -066 BDT heque number 102206	ACCOUNT (Amount: 120,000	0.00) Confirm Change Cancel
op cheque - Ackn	nowledgement		Details Account: Stop payment on:		01- 006 BDT	ACCOUNT (Amount: 120,000	0.00) Confirm Change Cancel
ip cheque - Ackn sile ount:	nowledgement 001-	6 BDT	T		01- <b>1005 BDT</b> heque number 102206	ACCOUNT (Amount: 120,000	0.00) Confirm Change Cancel
p cheque - Ackn sinc sunt: payment on:	nowledgement 001-001 Cheque numbe	16 BDT ACCOUN 17 102206 (Amount : 12	Coop circles (		01-	ACCOUNT (Amount: 120,000	Confirm Change Cancel

Finally, an Acknowledgement window will appear for your reference.

#### Order cheque book Step 1

Log in your PIB profile and click 'Order cheque book' under 'Services' Tab from the left-side panel.

onvices	Order cheque book			
Update personal			[ Help	Customers are able to order
Request Replacement PN	For SELECT conferences 3550 losses	a IBN channe book has been discontinued. Only 10 leases IBN channe b	out will be insued for the Salari	a cheque book(s) for their
Stop cheque Order cheque book	customers. Charge (if applicable) w	W be collected at month-ond.		cheque book accounts.
Rename accounts	Details			
Reduce internet banking limits	Account:	001-001 BDT SAVINGS A/C RES V		Select the relevant cheque
Change Internet Banking Password		001-001-001 BDT SAVINGS A/C RESIDENT		book account and the number
Change security question and answer	Number of cheque books to order:	1		of cheque book(s) required
iew or Setup talements / Advices	Type of cheque books:	10 Page 💙		and the cheque book type
eff services	Delivery method:			and the eneque book type.
ntact centre me and Conditions	Mail to my address			
goff	O Collect at branch			
			Order	C. CIICK Urder
Order cheque b	book - Review details		[ Help	
Drder cheque b Domits Account:	book - Review details	001-001 BDT SAVINGS A/C RESIDENT	l Help	
Drder cheque b Details Account: Number of cheque	book - Review details	001 BDT SAVINGS A/C RESIDENT 1	I Help	
Drder cheque b Dottelle Account: Number of cheque Type of cheque bo	book - Review details books to order:	001 001 BDT SAVINGS A/C RESIDENT 1 10 Page	[ Help	
Prder cheque b Demilis Account: Number of cheque Type of cheque bo Delivery method:	book - Review details	001-001 BDT SAVINGS A/C RESIDENT 1 10 Page Mail to my address		

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#### Order cheque book Step 2

Enter Security code for verification and click on 'Confirm' to complete.

Security code verifi	cation		I Help				
Please outer your security o	code from the security token			_			
Enter security code:			security code				
		Enter Secu verificati ' <mark>Confirm</mark> '	rity code for on and click to complete the request.				
Order cheque boo	k - Acknowledgement						
Order cheque boo	k - Acknowledgement			Hotp			
Order cheque boo	k - Acknowledgement	t 001 BDT SAVINGS	A/C RESIDENT	Hotp			
Order cheque boo Datain Account: Number of cheque boo	k – Acknowledgement ks to order: :	001 BDT SAVINGS	A/C RESIDENT	Hotp	F	inally, an Acknowledd	ement
Order cheque boo Discus Account: Number of cheque boo Type of cheque books:	k - Acknowledgement ks to order:	001 BDT SAVINGS 1 10 Page	A/C RESIDENT	1 Hotp	F	inally, an Acknowledg	ement vour
Order cheque boo Detain Account: Number of cheque books: Delivery method:	k – Acknowledgement ks to order:	001 001 BDT SAVINGS 1 10 Page Mail to my address	A/C RESIDENT	Holp	F v re	inally, an Acknowledg vindow will appear for eference.	ement your
Order cheque bool Discus Account: Number of cheque books Type of cheque books: Delivery method:	k - Acknowledgement ks to order:	001 BDT SAVINGS 1 10 Page Mail to my address	A/C RESIDENT	Hotp tt summary	F v re	inally, an Acknowledg vindow will appear for eference.	ement your
Order cheque book	k - Acknowledgement ks to order:	001 BDT SAVINGS 1 10 Page Mail to my address	A/C RESIDENT	Hotp	F v re	inally, an Acknowledg vindow will appear for eference.	ement your
Order cheque bool Defeth Account: Number of cheque books: Delivery method:	k - Acknowledgement ks to order:	t 001 BDT SAVINGS 1 10 Page Mail to my address	A/C RESIDENT	( Hotp	F v re	inally, an Acknowledg vindow will appear for eference.	ement your
Order cheque boo Intoin Account: Number of cheque books: Delivery method:	k - Acknowledgement ks to order:	t 001 BDT SAVINGS 1 10 Page Mail to my address	A/C RESIDENT	( Hotp	F v re	inally, an Acknowledg vindow will appear for eference.	ement your

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#### Select accounts Step 1

Log in your PIB profile and click 'Select accounts' under 'Services' Tab from the left-side panel.



				He
Accounts selected				
Account number	Туре	Ссу	Selection	ţ.
001 001	SAVINGS A/C RESIDENT	BOT	2	
005-0031	SAVINGS AVC RESIDENT	GBP		
680	SAVINGS EXTRA	BDT	2	
Accounts not selecte Account r	nd	Туре	p.	Ссу
Accounts not selecte Account r	number	Тура	n	Cey
Accounts not selecte Account a	ed annber	Турс	Contern	Cey
Accounts not selecte Account r All accounts are selected.	rd number	Турч	Confirm	Ccy Change Cancel
Accounts not selecte Account a	d number	Туре		Coy Change Cancel
Accounts not selecte Account a	rd mumber	Type Click '(		Coy Change Cancel
Accounts not selecte Account 1 NI accounts are selected.	rd munibit	Click 'C	Confirm'	Cey Change Cancel

Customer is not able to access or view the joint account in PIB, to link please follow the below steps:-

Step 1: Log into your Personal Internet Banking account and select Contact Centre. Step 2: Click "Send Message" and choose "General enquiries" as message subject. Step 3: In the message body, type your joint account number and request to link with the existing PIB profile. Then click "Send".

Note: Joint accounts where account operating instructions/signing authority is mentioned as "Jointly" will not be able to get access in PIB.

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#### Select accounts Step 2

Enter Security code for verification and click on 'Confirm' to complete.

Please Anter your securi	ty code from the security token	
Enter security code:	keess	security code
		Enter Security code for verification and click 'Confirm' to complete the request.

Select accounts - Acknowledg	gement	LHelp	
Accounts selected		( TOPP	
Account number	Тура	Cay.	
001 001	SAVINGS A/C RESIDENT	BDT	
005	SAVINGS A/C RESIDENT	GBP	→ Finally, an
001 680	SAVINGS EXTRA	BDT	Acknowledgement
Accounts not selected			window will appear for your reference.
Account number	Туре	Ссу	
All accounts are selected.			
		Account summary	
		_	

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#### **Rename accounts**

#### Log in your PIB profile and click 'Rename accounts' under 'Services' Tab from the left-side panel.

This functionality allows the customer to rename or to specify nicknames for their accounts to facilitate cross checking as most of the account names of the Bank are very generic. Once performed, this can be viewed under 'nickname'. These nicknames will be used for all account descriptions within Internet Banking, including Transfers, Bills payments, Services, Account summary etc.



Once you have renamed a particular account, the new name will appear as the Account Na Banking (PI the account ing profile a your differe

Account Name in LICDC Developed Internet		E 145041411201	renewed in	Venteed	The second se	
Account Name In	HSBC Personal Internet	005-001	Personal	Personal		
Banking (PIB). This feature only changes the account name in your Internet Bank- ing profile and enables you to distinguish		005-0031	Rent	Rent		
		000-000-000	GBP Savin	gs1	GBP	
your different acco	our different accounts of same type.			Confirm	Change Cancel	
Rename accounts - Acknowledgement			Help	Click 'Confirm' after review	)	
005 001	Personal	1196	BDT			
005 031	Rent		GBP 🔶			
008-000-000	GBP Savings		GBP	+		
			Account summary	Finally, an Acknowledgeme will appear for your referen	ent window ce.	

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Help

#### Reduce internet banking limits Step 1

Log in your PIB profile and click 'Reduce internet banking limits' under 'Services' Tab from the left-side panel.



For example, we have set daily limit for non-designated payee as BDT 300,000.00

- The maximum daily limits are set by Bank for the total of each type of transaction. You are able to adjust your personal daily limits for each category of transactions performed through Internet Banking.
- Any reductions to your daily limits may affect any existing instructions waiting to be effected. You may wish to check if you have any future transfers or future payments before reducing your limits.
- You cannot increase any of the Transaction Category limit online. To increase your daily limits up to the maximum daily limits specified above, please follow the below steps:-
  - Step 1: Log into your Personal Internet Banking account and select Contact Centre.
  - Step 2: Click send message and choose Reset Internet Banking Limit as message subject.
  - Step 3: the message body, type your account number and reset limit amount (allowable limit up-to BDT500,000). Then click send.

#### Reduce internet banking limits Step2

Click on 'Confirm' after review to complete.

enange internet banking initia- iterien dea		
		Help
At least one of your daily limits will be reduced. Check that	t your future payment and transfer amounts do not exceed this new limit.	
Transaction category	New daily limit (BD1)	
Own account transfer:	2,000,000.00	
Bill payment.	500,000.00	
Transfer to pre-designated payee:	500,000.00	
Transfer to non-designated payee:	300,000.00	
Reducing any of your daily limits may affect any exis	ting transactions of the same type that exceed your new daily limit.	
	Click 'Confirm' after review	
Change Internet banking limits - Acknowled	lgement	letp
Change Internet banking limits - Acknowled At least one of your daily limits has been reduced. Check I	Igement hat your future payment and transfer amounts do not exceed this new limit.	leip
Change Internet banking limits - Acknowled At least one of your dely limits has been reduced. Check It Transaction category Own account transfer.	Igement hat your future payment and transfer amounts do not exceed this new limit. New daily limit (BDT) 2,000,000,00	
Change Internet banking limits - Acknowled At least one of your daily limits has been reduced. Check I Transaction category Own account transfer. Bit payment	Igement hat your future payment and transfer amounts do not exceed this new limit. New daily limit (BDT) 2,000,000,00 500,000,00	
Change Internet banking limits - Acknowled At least one of your daily limits has been reduced. Check I Transaction category Own account transfer. Bill payment Transfer to one designation payer:	Igement Interpretation of the second	Finally, an
Change Internet banking limits - Acknowled At least one of your delly limits has been reduced. Check I Transferior category Own account transfer: BB payment Transfer to pre-designated payee: Transfer to non-designated payee:	Igement hat your future payment and transfer amounts do not exceed this new limit. New dirity limit (BDT) 2,000,000,00 500,000,00 500,000,00 500,000,0	Finally, an Acknowledgeme window will appe
Change Internet banking limits - Acknowled At least one of your daily limits has been reduced. Check It Transfer contempory Own account transfer: Bill payment Transfer to pre-designated payee: Transfer to non-designated payee:	Igement hat your future payment and transfer amounts do not exceed this new fimit. New diality finit (BDT) 2,000,000 00 500,000 00 500,000 00 300,000 00	Finally, an Acknowledgeme window will apper for your reference
Change Internet banking limits - Acknowled At least one of your daily limits has been reduced. Check I Transaction category Own account transfer: Bit payment Transfer to pre-designated payee: Transfer to non-designated payee:	Igement hat your future payment and transfer amounts do not exceed this new limit. New disky limit ((ED1)) 2,000,000,00 500,000,00 500,000,00 300,000,00 Account summar	Finally, an Acknowledgeme window will appe for your reference

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#### **Change Internet Banking Password**

### Log in your PIB profile and click 'Change Internet Banking Password' under 'Services' Tab from the left-side panel.

You are able to change your Internet Banking password any time during your Internet Banking session. You are recommended to do this regularly, e.g. every two months, to protect your password and keep it confidential. Steps to change your password:

- 1. Key in your current password, i.e. the one you used to logon to this session.
- 2. Key in your new password. This needs to be between 6 to 8 characters long and should contain both alphabetic letters and numbers.
- 3. Re-enter your new password to ensure you have keyed it in correctly.

Pay bills	You have 37 new message	es	Print	
Transform Rates inquiry Services	Change Internet Banking	Password		
Update personal information	Current Panaword		Help	
Request Replacement PIN     Stop cheque	Enter your password:			
Croter cheque book     Select accounts     Rename accounts     Reduce internet     hashing tents	Then cick on the New Password fell special characters (ampercent (@),	id and create a new password. Password is NOT CASE SENSITIVE. It may underscore ( ), hyphen (-), apostrophe (), space ( $\gamma$ and period (,) )	r contain Alphanumeric (A-Z, 0-9) plus	
Change Internet	New Password			
Change security     question and answer	Enter new password:	(6-30 characters)		
View or Setup Statements / Advices Mert services	Confirm password:	(6-30 characters)		
Contact centre	You must keep your Banking Identifi	cation and PIN/Passwords secret at all times.	3	
Logoff			Update	Click Opdate

#### Change Internet Banking Password - Acknowledgement

Your Internet Banking password has been successfully changed. Remember to use this new password the next time you Logon to your Internet Banking service.

Your password has been successfully changed. You need to use this new password next time when you logon to your Internet Banking session.

#### Change security question and answer Step1

# Log in your PIB profile and click 'Change security question and answer' under 'Services' Tab from the left-side panel.

The customer has the options to change his/her Security questions and password once customer key in their passwords again, If customer forgets his/her password, customer will have to perform Online Reset (OLR) via the link found in the Enter Password page. To perform OLR customer need to key in the answer for the 2 security questions setup by the customers. If the customer failed to perform OLR customer would need to perform OFR (Offline Password Reset).

Rates inquiry Services	Change security question	and answer		from the drop down list
Update personal				
Request Replacement	Province Converse			Enter & re-enter your
Stop cheque	Content Personal			Security answer 1.
Order sheque book	Enter your password:	******		In what city wore you horn?
Select accounts				What is your Eavourite Colour?
Rename accounts     Rename internet	Change Security Quantion And	Maxwer		What is your favourite food?
banking limits	You will be required to enter two pain	s of "Security Question and Answer" to resi	et either your password or Memorable Question/Answer	What is your favourite subject at school?
Change Internet     Eanking Password	Security Questions from the list below	and complete the answer (3 to 30 charact	lers) to your selected questions.	What is your oldest siblings first name?
Charge security duration and answer	Security question 1:	What is your favourite food?	<b></b>	What was the name of your best friend at sch
View or Setup	Security answer 1:		(3-30 characters)	Who is your favourite writer?
Statements / Advices Alert services	Confirm security answer 1:		(3-30 characters)	
Contact centre	Security question 2:	What is your favorite sport?	Select security question 2	
Logoff	Security answer 2:		(3-30 diaradeni)	from the drop-down list.
	Confirm security answer 2:		(3-30 characters)	Enter & re-enter your
	Security Answers are NOT CASE BE apostrophe (), space (*) and period	NSITIVE. They may contain Alphanumeric	(A-Z, 0-9) plus special characters (@, underscore, (_),	Security answer 2.
	In order for us to verify your identit Question/Answer.	ty during online reset of your Memorabl	e Question/Answer or password, you will need your	Name the most unforgettable teacher from your school d What is the name of the person you most admire?
				What is the name of your favourite book? What is your favorite sport?
				What is your favourite song?
				Which is your favourite movie?
				ָ אווק
			Click 'Confirm'	
			after review	

Change security question and answer - Acknowledgement

Your Security Questions and Answers have been successfully reset. Please remember to use your new Security Answers in the event that you need to reset either your Memorable Answer or Password.

Your security question and answer have been successfully changed.

# View or setup statements / advice >



#### e-Statement

Log in your PIB profile and click 'e-Statement' under 'View or Setup Statements / Advices' Tab from the left-side panel.

View up to the last 24 months e-statements for your demand deposits account

Accounts Pay bills	You have 20 new mes	sages	Prin
Transfers Rates inquiry Services View of Setup Statements / Advices	e-Statement Click on the approp Another window wil	riate statement date to proceed	Here with downloading the e-Statement to your computer.
e-Statement / e- Advice request     interim statement	<ul> <li>To view the stateme you do not have this, d</li> </ul>	ant, you need to have Adobe Ac lownload it free from www.adob	robat Reader 4.0 or higher installed on your computer. If e com
Alet envices	Statement date	Account number	Dotails
Contact centre	Octobor 18, 2021	001	DEMAND DEPOSITS Statement
Terms and Conditions	October 18, 2621	001-0027	DEMAND DEPOSITS Statement
and a second sec	October 18, 2021	001 035	DEMAND DEPOSITS Statement
	September 15, 2021	001 026	DEMAND DEPOSITS Statement
	September 16, 2021	001	DEMAND DEPOSITS Statement
	September 16, 2021	001 035	DEMAND DEPOSITS Statement
	August 10, 2021	001 028	DEMAND DEPOSITS Statement
	August 18, 2021	001-027	DEMAND DEPOSITS Statement
	August 18, 2021	001	DEMAND DEPOSITS Statement
		A44 000 000	DEVINE DECOMPTO DIstances

 Click on Statement date to download the e-Statement. The E-Statements is in PDF format.

#### e-Statement / e-Advice request

Log in your PIB profile and click 'e-Statement / e-Advice request ' under 'View or Setup Statements / Advices' Tab from the left-side panel.

Customers have the option to receive e-statements and e-advice instead of paper statements/advices. Internet banking has an option to store a maximum of 24 statements from the time, the customer is registered for e-Statements. The customer will receive an email notification whenever an E-Statement is available for downloading.

Deves	A series of the second s
Venill Second	Enternant Julivery
+ e-Statement	Select which form of atalements you wish to receive:
Adulta teacet	a A Determents only - Nor will now meaning all stars account addressed a startmentally through internet Bankley, Nor space elaboration all
+ Interim assemblers request	state to be sett to you.
And services	addressers with a service feature feature, as your poper preserves.
Context centre	e-Dominante reactly for downloading will be load in the e-Delament acrees
Logoff	2 Altres
	Salaut which form of advices you wish to receive:
	a e-Advises only - The will non-researce all your advises electronically through internet Banking. Your paper advises will cause to be sent to
	New York, and the second se New York
	a-Adviser resty for viewing will be lated in the Veerage Center
	Pager Stationes/Advise Bingarid
	Pyou word to receive a pertodar abdementadvice by post or wish to charge back to paper statement, you can make your request separately
	by sending us a message under "Contact Center" Alternatively, you can call HBBC Internet Banking Notice: Within Bangledish : HI240. From Oversees: +H2 686527 HI248
	Enal address
	If selected, a advise robficetors will be sent to your internet anal address. Please their the email address shown below and update k if appropriate. Your new email address will also be updated to your Personal Information.
	It will be sort to the fullowing entail address.
	ELAH63QVAHOO COM
	Passe role that your small address will be used for all a notifications you extent through internet banking. Plasse note that your Personal
	Outsils will also be amended to reflect your new email address.
	Report Canal

#### Interim statement request

Log in your PIB profile and click 'Interim statement request' under 'View or Setup Statements / Advices' Tab from the left-side panel.

						Statements d	can be requested
Accounts Pay bills Transfers	You have 33 nev	v messages			Print	before they a interim state	are due. Your ment will be sent to ically as an
Rates inquiry Services	Interim statement request				1000	e-Statement.	Cally as all
Vew or Selep Statements / Advices	Details			-	Help	All eStateme	nts generated will
• e-Statement	Account:	001 01	11 BOT CURRENT A/C RES	~		be available	under the
e-Advice request		001-0011 8	IDT CURRENT A/C RESIDEN	т		eStatement (	option on the
request	Delivery method					left-hand nav	/igation.
Contact centre Contact centre Terms and Conditions Logoff	Your interim statement w change to receive paper	II be sent to you electronically. I statement.	f you want to receive the stater	ment by mail, please go to <mark>e Statema</mark>	nt / - Advice request to	a. Click	'Request'
			📾 You have 33	new messages			Print
			Interim statem	ent request - Review	details		
							Help
			Details				
			Account:		001-0011 BDT CU	RRENT A/C RESIDENT	
		_	Delivery method:				
			Statements to be d	lelivered by:	Internet banking		
						Config	m Change   Cancel
						- Comm	Cancer
h A window	will annoa	r to					
review accou	v will appea	n and					
delivery met	hod If char						
required pre	ess (Change	' if					
OK press 'C	`onfirm' oth						
nress Cance		0100130					
proce cance	1.	Interim statement	t request - Acknowled	igement			
		Press and				Help	
		Account:		001 011 8DT CURR	ENT A/C RESIDENT		
		Delivery method					
		Statements to be delive	ered by:	Internet banking			
		Transaction reference					Acknowledgement
		Number;		157095X48		C. All	confirms the
					A	ccount summary	
						reque	551.
# Contact centre >

#### **Read message**

# Log in your PIB profile and click 'Read message' under 'Contact centre' Tab from the left-side panel.

When the customer logs on to PIB he/she will be advised if there are any unread messages. This is evident by an envelope icon, which is visible along the red gel bar at the top of the screen and the number of unread messages will be indicated. Customer has the option of replying directly to a message received.

- Messages will be from the bank only (i.e. no outside E-mail will be received). These will be broadcast messages, confirmation of receipt of free-format instructions as well as e-advices.
- By clicking to read the messages, the customer will be taken to the 'Read Message' page within the Contact Centre menu.
- The messages will be dated and will each have a 'Subject' description.
- The number of unread messages in the red gel bar will be updated on the next logon, i.e. if the customer deletes some messages in one session, the indicator in the red gel bar will not be updated until the next logon.
- Unread messages appear in red.

Transfers				
Rates inquiry	Read message			
Services				I Heip
View or Setup Statements / Advices	Date	Subject	Status	Delete message
Alert services	January 1, 2022	DEBIT INTEREST ADVICE	Unread	
Read message	January 1, 2022	DEBIT INTEREST ADVICE	Unread	
Send message     Request brochure	Jenuary 21, 2022	E-Statement	Unread	
Request contact     Contact us	January 26, 2022	HLS REPAYMENT ADVICE	Unread	
	January 26, 2022	HLS REPAYMENT ADVICE	Unread	
Logoff	February 21, 2022	E-Statument	Unread	
	February 28, 2022	HLS REPAYMENT ADVICE	Unread	
	February 28, 2022	HLS REPAYMENT ADVICE	Unread	
	March 7, 2022	HSBC Bangladesh (KMM659004V92224L0KM)	Unread	
	March 7, 2022	HSBC Bangladesh (KMM659003V92224L0KM)	Unread	
				Next

- \* Click to select the message to be read.
- \* Message appears.
- \* Heading appears above the text detailing the 'Subject', the 'Date' of the message.
- \* Customer has the options to 'Reply', 'Delete', 'Read Next Message, or go 'Back to Message List'.
- \* The customer must read a message before being able to delete it.

#### Send message

# Log in your PIB profile and click 'Send message' under 'Contact centre' from the left-side panel

Customers have the option to send the bank a message via this screen.



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Message Header - Subject	Prescribed format for sending Value Added Service (VAS) request from PIB secured message option
General enquiries	Type message in content box provided (maximum 3000 characters). Then click 'Send'.
Pre-positive pay confirmation	In the message body, type your account number, cheque number, cheque amount, cheque value date and beneficiary name. Then click 'Send'. Important notes: - Cut-off time: 1:00 PM on working days - Applicable criteria: clearing cheque BDT 500K & above
eStatement to email	In the message body, type your account number and also the statement starting and ending date. Then click 'Send'. You will receive a password-protected e-Statement in your registered email address. The password details will be sent to your Personal Internet Banking inbox. Note: e-Statement of maximum last 1 (one) year is provided through Value Added Service.
Signed paper statement from Branch	In the message body, type your account number, the statement starting and ending date, and the branch name from where the statement will be collected. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed. Note: For Paper Statement you will be charged as per WPB tariff. Paper statement of maximum last 2 (two) years is provided through Value Added Service.
Loan closing certificate to email	In the message body, type your loan account number and loan closing date. Then click 'Send'. You will receive a password-protected loan closing certificate in your email address. A confirmation message, once processing is completed, as well as the password details will be sent to your Personal Internet Banking inbox. Note: Loan Closing Certificates are available after one month of Loan Closing date. Certificate for the loans closed less than 1 (one) year earlier is provided through Value Added Service.
Signed Loan closing certificate from Branch	In the message body, type your loan account number, loan closing date, and the branch name from where the certificate will be collected. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed. Note: Loan Closing Certificates are available after one month of Loan Closing date. Certificate for the loans closed less than 1 (one) year earlier is provided through Value Added Service.
Loan tax certificate to email	In the message body, type your loan account number and tax collection date. Then click 'Send'. You will receive a password-protected loan tax certificate in your email address. You will receive a confirmation message as well as password details in your Personal Internet Banking inbox once your request is processed. Note: Loan Tax Certificate for current year and last year is provided through Value Added Service.
Signed Loan tax certificate from Branch	In the message body, type your loan account number, tax collection date, and the branch name from where the certificate will be collected. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed. Note: for "Loan tax certificate (signed) from Branch" you will be charged as per WPB tariff. Loan Tax Certificate for current year and last year is provided through Value Added Service.
Balance Confirmation Certificate to email	In the message body, type your account number and certificate date. Then click 'Send'. You will receive a password-protected balance confirmation certificate in your email address. A confirmation message, once processing is completed, as well as the password details will be sent to your Personal Internet Banking inbox.

Message Header - Subject	Prescribed format for sending Value Added Service (VAS) request from PIB secured message option
Signed Balance Confirmation Certificate from Branch.	In the message body, type your account number, certificate date and the branch name from where the certificate will be collected. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed. Note: for "Signed Balance Confirmation Certificate from Branch." you will be charged as per WPB tariff.
Replace Debit card request	In the message body, type your account number, debit card number, issue number and replacement reason (lost/broken/faulty in HSBC ATM etc.), error code printed in the ATM receipt, HSBC location where card got faulty. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
Report ATM/Debit card lost	In the message body, type your account number, debit card number, issue number, incident date & time and incident place. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
Un-hot/activate lost ATM/Debit card	In the message body, type your account number, debit card number, issue number, card lost report date. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
Customer Feedback and Complain	Type message in content box provided (maximum 3000 characters). Then click 'Send'.
Reset Internet Banking Limit	In the message body, type your account number and reset limit amount (maximum allowable limit/day set by Bank). Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
BEFTN Registration	In the message body, type the message: "I have read and understood the BEFTN agreement and have agreed with all the Terms and Conditions specified in BEFTN Agreement. Then click 'Send'. Note: Register for BEFTN fund transfer services is a one-time regulatory requirement before initiating your first BEFTN transfer.
Transaction Notification via SMS enrollment	In the message body, type your all the account numbers for registering/opt-in Transaction SMS alert service. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
Cancellation of Transaction Notification via SMS	In the message body, type your all the account numbers for de-registering /opt-out Transaction SMS alert service. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

## **Request brochure**

Log in your PIB profile and click 'Request brochure' under 'Contact centre' from the left-side panel

Assounds					
Pay bills	You have 28 new messages		Print		
Transfers					
Rates inquiry	Request brochure				
Services			Help		
Statements / Advice	es Details				
Alert services	Product type:	Loans: Personal Instalment Loan			
Contact centre		Loans: Personal Instalment Loan			
Read message     Send message					
Request brochur	e Additional information:	What documents do I need when I apply for a loan?			
Request contact					
Contact us		(maximum 130 sharadara)			
Terms and Conditio	ns	(maximum 120 characters)			
Logom	Send to				
	Address:	LEVEL-6.108 BIR UTTAM C R DUTTA			
		ROAD,DHAKA-1205			
		BANGLADESH			
	Destanda	2005			
	Postcode.	1203			
			Request		
		Click ' <b>Req</b>			
			Request brochure - Review d	etails	
					Help
			Details		
			Product type:	Loans: Personal Instalment Loan	
Request brochure - Acknowle	dgement		Additional information:	what documents do I need when I apply for a loan?	
	-0	LHelp	Send to		
Details			Address:	LEVEL-6,108 BIR UTTAM C R DUTTA	
Product type:	Loans: Personal Instalment Loan			ROAD, DHAKA-1205	
Additional information:	What documents do I need when I app	aly for a loan?	-	BANGLADESH	
Send to				1005	
Address:	LEVEL-6,108 BIR UTTAM C R DUTTA	4 I	Postcode:	1205	
	ROAD, DHAKA-1205				Confirm Change Cancel
	BANGLADESH		<u></u>		0
					lba
Postcode:	1205				lin
		Account summery		Click 'Confirm' after review	
Finally, an Acknow	vledgement windov ur reference	V			

## BACK TO HOME >

#### **Request Contact**

#### Log in your PIB profile and click 'Request Contact' under 'Contact centre' from the left-side panel

- Customers are able to request us to contact them about a product.
- The customer can select how they want to be contacted, the time preference of the contact as well as input any additional information

	Services	Details				Help				
_	Statements / Advices	Product type:		Loans: Personal Secured Loan	<b>v</b>		_			
	Alert services Contact centre			Loans: Personal Secured Loan						
_	Read message	Additional informatio		How much loan should a pers	0.7					
_	Send message     Request brochure	Additional informatio	·	take from HSBC?	0					
_	Request contact									
_	Contact us									
_	Logoff			(maximum 180 characters)						
		Contact				_				
_		Time:		[Morning V]						
		Contact:		If different, please enler below.						
		O Home: 1	2345678							
		Work: 9	376541							
			1943245679							
			1012345070							
		O Email: a	oc1234@gmail.com	r						
-										
-						Request				
				Click ' <b>F</b>	equest'					
						Request contac	t - Review d	etails		Linter
						Details				Help
						Product type:		Loans: Personal Se	cured Loan	
					-	Additional information	on:	How much loan sho	uld a person take from HSBC?	
Request conta	act - Acknowled	dgement		Help		Contact				
Details				Theip		Location:	Mobile	Time:	Morning	
Product type:		Loans: Personal Secu	red Loan			Contact:	01812345678			
Additional informa	ation:	How much loan should	a person take from	HSBC?					Confirm	Cancel
Contact									0	
Location:	Mobile	Time:	Mom	ng					Jhn	
Contact:	01812345678						Click '	Confirm' af	ter review	
				Account summary						
Finally, an	Acknowled	dgement wir	ndow							

will appear for your reference.

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## Contact us

Log in your PIB profile and click 'Contact us' under 'Contact centre' from the left-side panel

Accounts	- Van house	7 House and the second second	Data
Pay bills	Tou have a	r new messages	
Transfers			
Rates inquiry	Contact us		
Services			
/lew or Setup Statements / Advices	For further information	about HSBC products and services, please call or send us a message.	
Nert services			
Contact centre	Cell now on	Within Bengladesh : 10240	
Read message		<ul> <li>From Overseas: +00 090127 16240</li> </ul>	
<ul> <li>Send message</li> </ul>	E-mail activase:	internet bankinsi@babs.com.bd	
<ul> <li>Request brochure</li> </ul>	100000000		
Request contact			
Contact us			I Help
ferms and Conditions			S 5
nogoff			



Logoff

Click 'Logoff' from the right hand side of the red gel bar of the page header

The customer by clicking on this field will be able to log off from the Internet Banking system. The Logoff option is located on the right hand side of the black gel bar of the page header. Customer can also Logoff from left-side panel.

A warning message will be displayed before the scheduled timeout (10 minutes of inactivity) and provides the customer an option to continue or logoff. If the warning is not responded within the time limit (i.e. 1 minute), the system will log the customer out once it has been reached.

#### **Option 1:**

Logoff from right hand side of the page header

HSBC Bank Bangladesh	Home   Personal   Corporate   Amanah   Global Marketa   Corporate Sustainability   About HSBC   ATM Branch locator   Sile mu
HSBC (X)	
	Vielcome MR Vou are logged on to Internet Banking

#### Option 2:

Logoff from left hand-side panel

Accounts
Account summary
<ul> <li>Open new term deposit</li> </ul>
<ul> <li>Update maturity instruction</li> </ul>
<ul> <li>Net worth statement</li> </ul>
Pay bills
Transfers
Rates inquiry
Services
View or Setup
Statements / Advices
Alert services
Contact centre
Terms and Conditions
Logoff

