

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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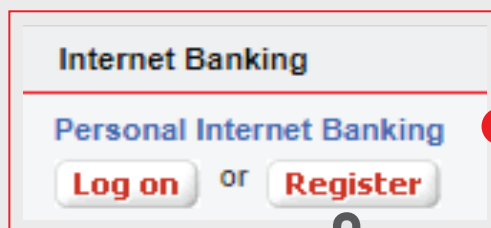
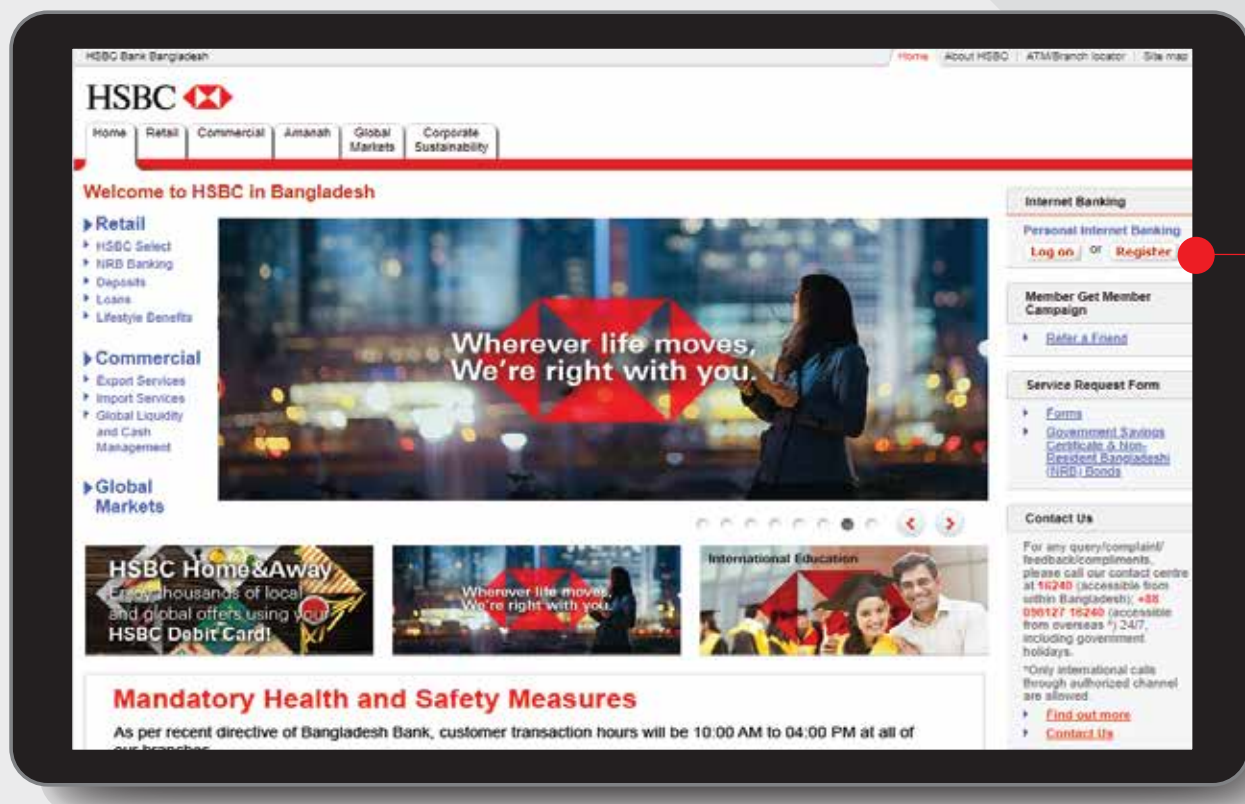
Read message
Send message
Request brochure
Request contact
Contact us

Terms & conditions

Logoff

How to register Step 1

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



How to register Step 2

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

HSBC

Print

Ligon
• Online Registration
Online Security
Personal Internet Banking Terms & Conditions

Registration

Please note that you need to collect a security device to log in and use Internet Banking. (What is a security device?)
After completing the below registration, you can visit any of our branches immediately to collect the device and activate it at the branch kiosk.
If you would like to receive the device to your address (Mail delivery for local address, DHL delivery for Overseas Address), download the [Registration Form](#) and send it to any HSBC branch. (DHL charges will apply for overseas addresses)

Disclaimer: While registering for Personal Internet Banking (PIB) please try to complete in one go or else you might face difficulties later on to get registered. Internet disconnection, power disruption or deliberately not completing the entire registration process may lead to delay / technical hitches.

Authentication

Select the appropriate type of number from the list and fill in the required details.

Debit Card ▼ number

Issue number (ATM or Debit Cards Only)

PIN

Continue

Continue

1

Choose Debit Card from options as credential type.

2

Indicated on the bottom right of card. View Sample below.

3

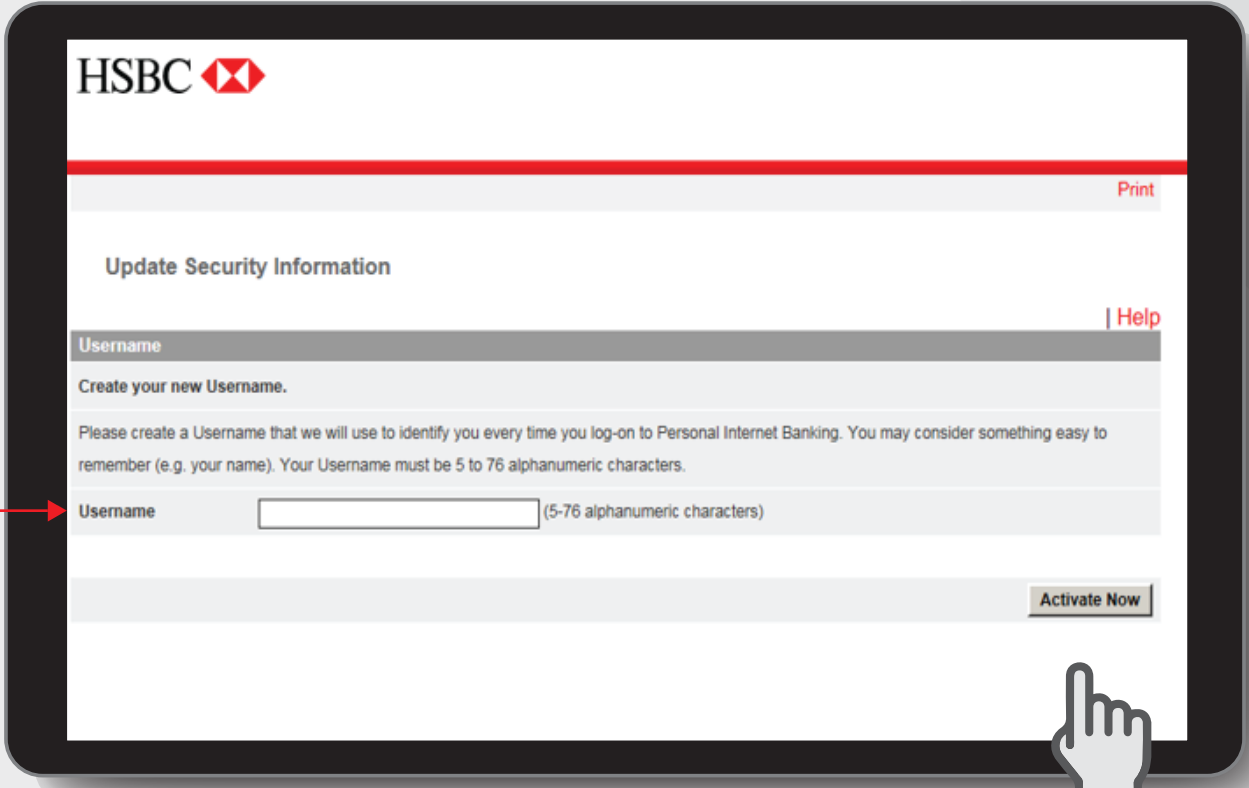
Unique 6 digit number for security purposes.

Registering with Debit Card (Example)



How to register Step 3

Create an unique Username and click 'Activate Now'



The screenshot shows the HSBC 'Update Security Information' page. At the top is the HSBC logo. Below it is a red horizontal bar with a 'Print' link on the right. The main heading is 'Update Security Information'. Below this is a 'Help' link. The section is titled 'Username'. It says 'Create your new Username.' and provides instructions: 'Please create a Username that we will use to identify you every time you log-on to Personal Internet Banking. You may consider something easy to remember (e.g. your name). Your Username must be 5 to 76 alphanumeric characters.' There is a text input field for the 'Username' with a placeholder '(5-76 alphanumeric characters)'. At the bottom right of the form is an 'Activate Now' button. A hand icon is pointing at the 'Activate Now' button. A red arrow points from the 'Activate Now' button to the explanatory text below.

HSBC

Print

Update Security Information

Help

Username

Create your new Username.

Please create a Username that we will use to identify you every time you log-on to Personal Internet Banking. You may consider something easy to remember (e.g. your name). Your Username must be 5 to 76 alphanumeric characters.

Username (5-76 alphanumeric characters)

Activate Now

→ Create your Internet Banking Username:
The unique Username you create will be used as a permanent identification for Internet Banking.

Usernames are unique and are subject to availability.

How to register Step 4

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

Update Security Information

| Help

Enter New Password

Please create a password below. Password must be 6 to 30 characters, and may contain Alphanumeric (A-Z, 0-9) plus special characters (@, underscore (_), hyphen (-), space(), apostrophe (') and period (,))

New password:

Confirm Password

Activate Now

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Activate Now

1

Create your new Internet Banking password.

2

Re-enter your newly created Internet Banking password to ensure you have keyed it in as you intended.

How to register Step 5

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

Setup online reset information

Online Password Reset

You will be required to enter two pairs of "Security Question and Answer" to reset your password online. Choose Security Questions from the list below and complete the answer (3 to 30 characters) to your selected questions.

Security question 1

Security answer 1 (3-30 characters)

Confirm security answer 1 (3-30 characters)

Security question 2

Security answer 2 (3-30 characters)

Confirm security answer 2 (3-30 characters)

Security Answers are NOT CASE SENSITIVE. They may contain Alphanumeric (A-Z, 0-9) plus special characters (@, underscore (_), hyphen (-), apostrophe ('), space () and period (.)).

In order for us to verify your identity during online reset of your password, you will need your Security Question/Answer.

HSBC

Setup online reset information

Acknowledgement

Your Security Questions and Answers have been successfully setup.

Continue

Continue

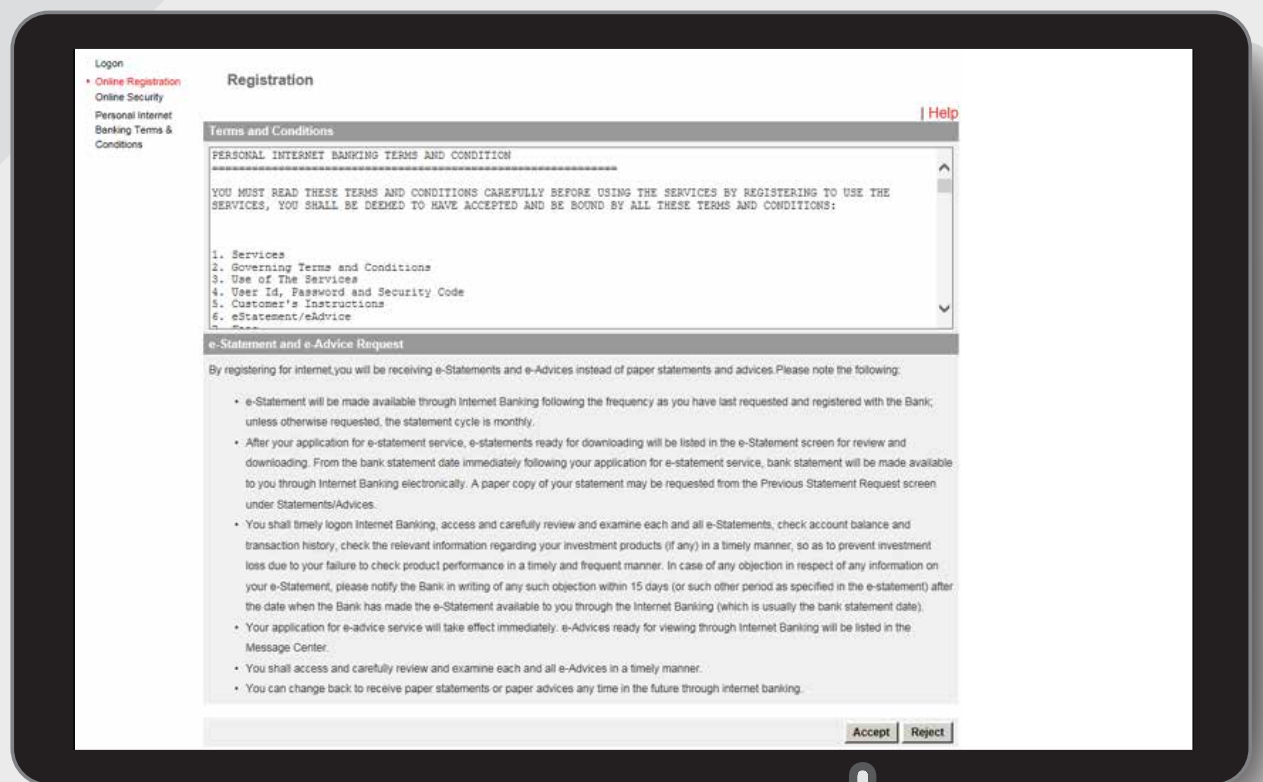
Setup online reset information:

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.

How to register Step 6

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.



Accept

How to register Step 7

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

The screenshot displays the HSBC Internet Banking registration interface. At the top left is the HSBC logo. A red horizontal bar spans the top, with a 'Print' link on the right. On the left side, there is a navigation menu with links: 'Ligon', 'Online Registration', 'Online Security', 'Personal Internet Banking Terms & Conditions', and 'Conditions'. The main heading is 'Registration'. Below it, there is a 'Help' link. The section is titled 'Account Selection'. It includes a welcome message: 'Welcome to Internet Banking registration MR [redacted]'. Below this, it states: 'We acknowledge your acceptance of the Terms and Conditions.' and 'For your convenience all of your HSBC Bank accounts listed below have automatically been selected to display within Internet Banking. If there are any that you do not want to operate, please de-select them. You may update this list any time in your Internet Banking session in the Select accounts function under the Services section.' A table follows with the following structure:

Account number	Account type	Ccy	Please tick below
[redacted]	CURRENT ACCOUNT WITH INTEREST	BOT	<input checked="" type="checkbox"/>

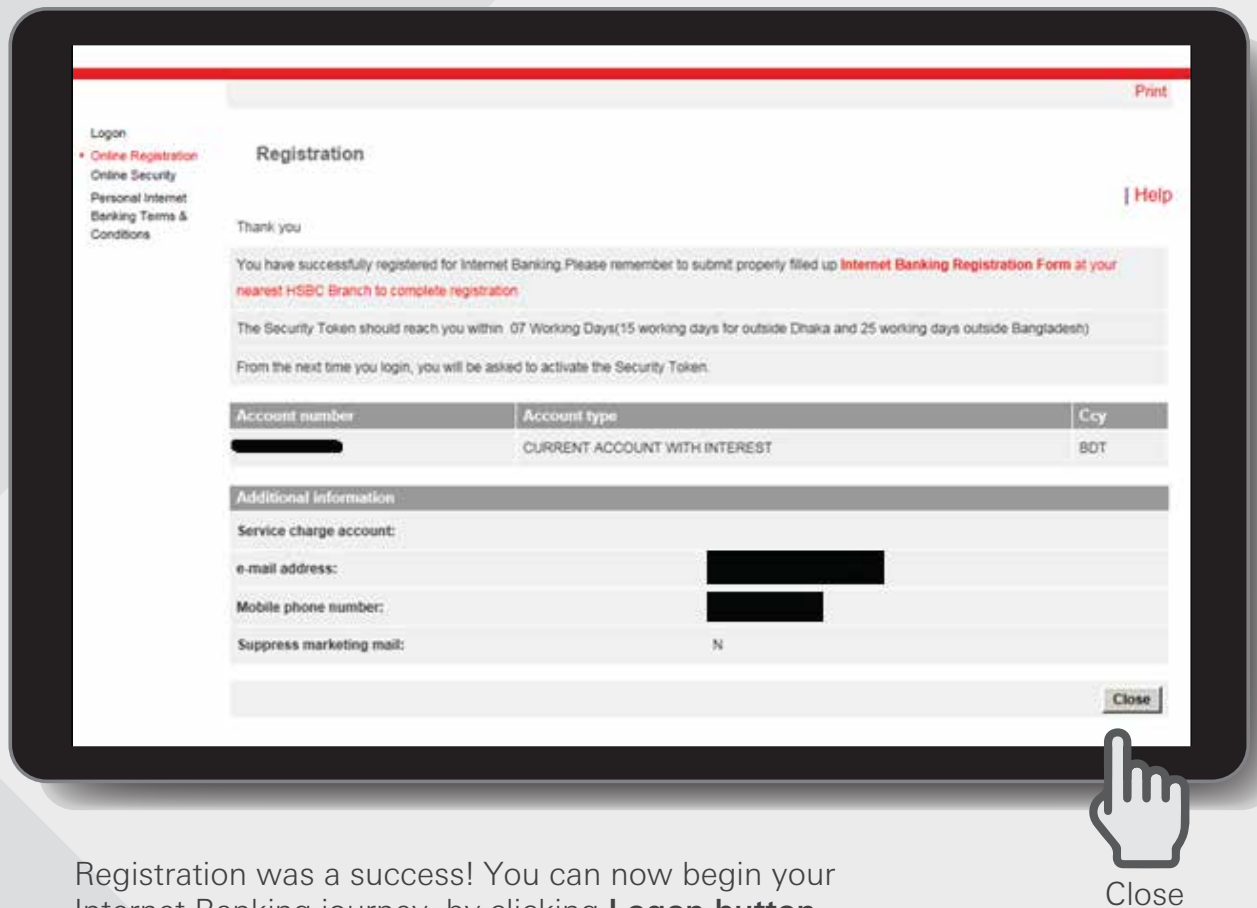
Below the table is the 'Additional information' section, which includes fields for 'e-mail address:', 'Mobile phone number:', and a checkbox for 'Suppress marketing mail'. At the bottom right of the form is a 'Continue' button.



Continue

How to register Step 8

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



Registration was a success! You can now begin your 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.

How to register Step 9

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.



HSBC

Print

• Logon

Online Registration

Online Security

Personal Internet Banking Terms & Conditions

Welcome to Personal Internet Banking

Help

Username/Internet Banking ID

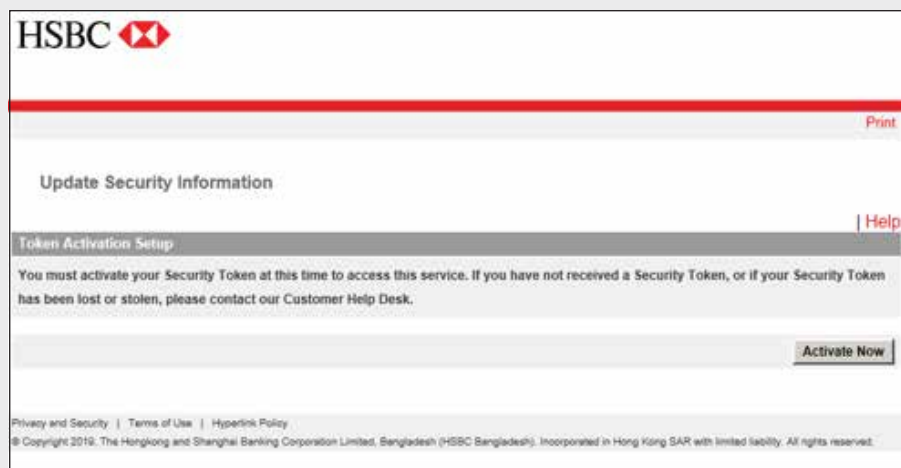
Please enter your Username/Internet Banking ID:

Continue Cancel

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After clicking 'Continue' button a new window will appear for Token Activation Setup then click "Activate Now". Your security device must be activated for the first time.



HSBC

Print

Update Security Information

Help

Token Activation Setup

You must activate your Security Token at this time to access this service. If you have not received a Security Token, or if your Security Token has been lost or stolen, please contact our Customer Help Desk.

Activate Now

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How to register Step 10

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

The screenshot shows the HSBC Token Activation Setup page. At the top is the HSBC logo. Below it is a red bar with a 'Print' link. The main heading is 'Update Security Information' with a 'Help' link. The section is titled 'Token Activation Setup' and contains the instruction: 'Please enter your serial number and security code to activate your token.' There are two input fields: 'Serial number' (with three sub-fields) and 'Security code' (a single field). To the right of these fields are images of a PIB security device with labels 'serial number' and 'security code' pointing to the back and front respectively. At the bottom right is an 'Activate Now' button. A hand icon points to this button. Two red arrows with numbers 1 and 2 point to the input fields.

- 1 Enter serial number from the back sticker of your security device.
- 2 Press the grey button of your security device and enter six digits security code from display.

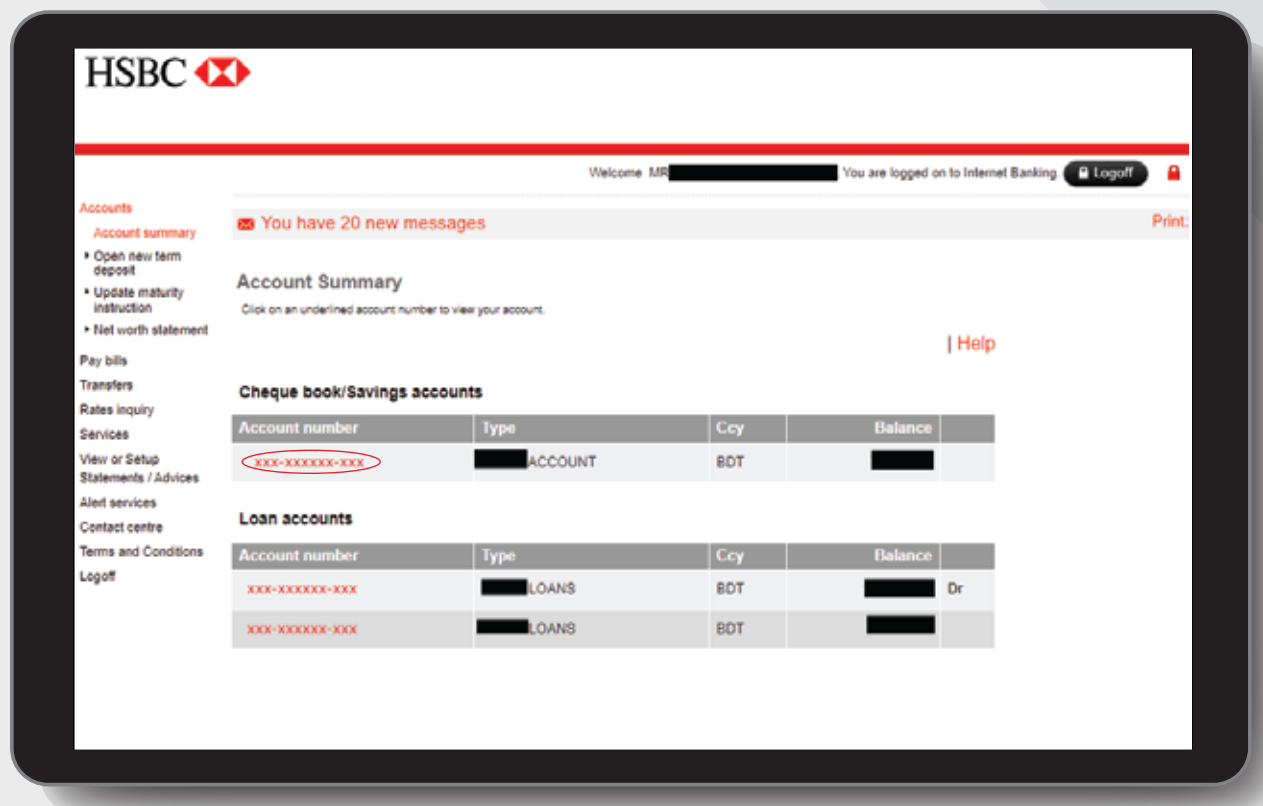
Click “**Activate Now**” for final activation. After first activation you will not be prompted for activation in the next login.

Accounts >



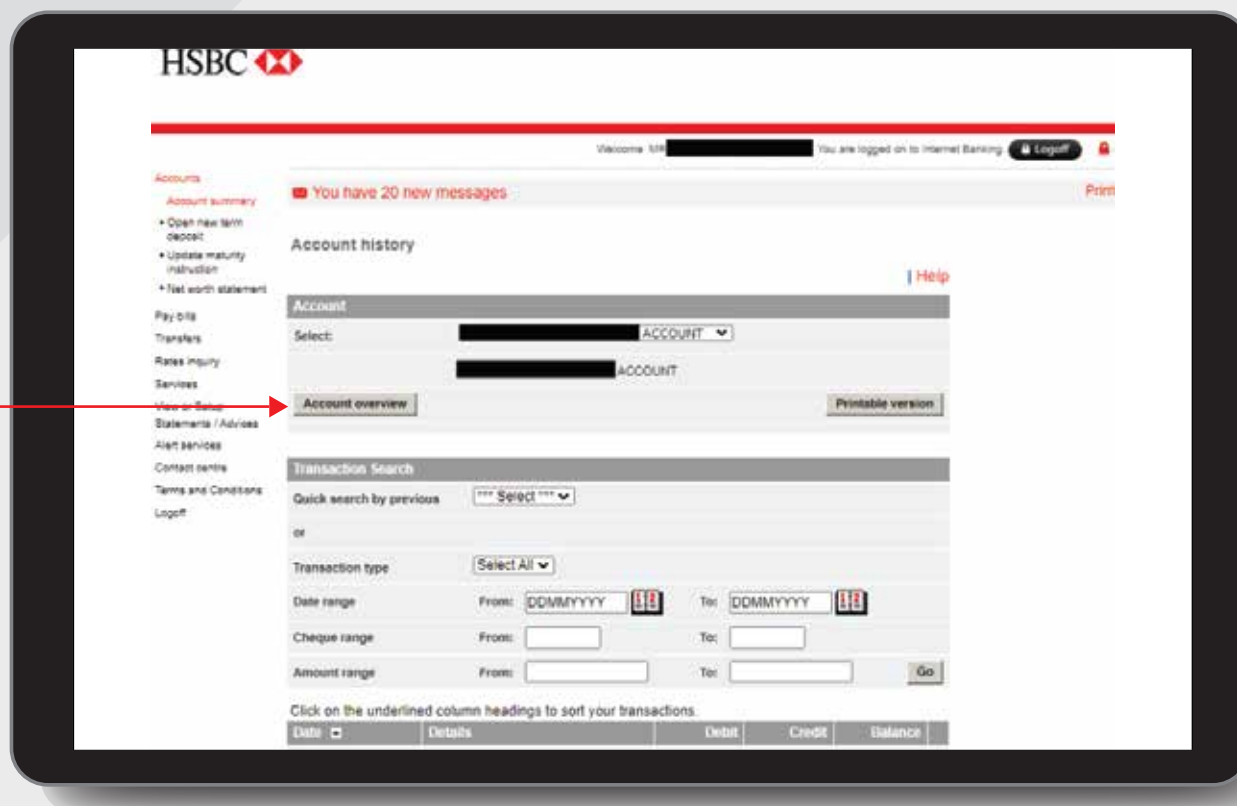
Account Summary Step 1

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.

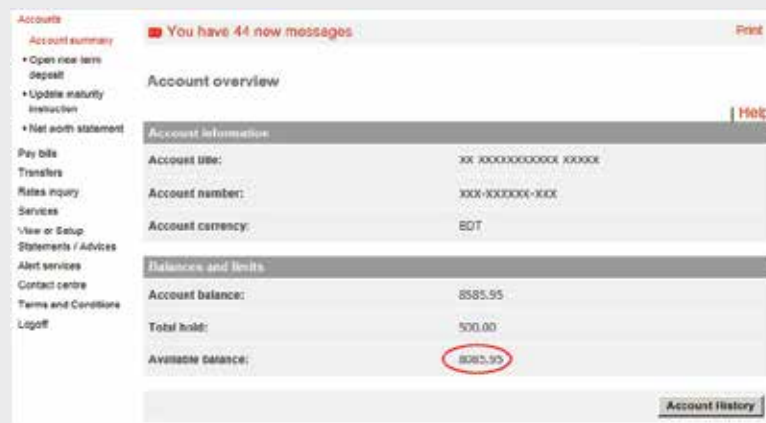


Account Summary Step 2

You can view your previous account transaction history and Account Balance



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



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.

Accounts

- Account summary
- Open new term deposit**
- Update maturity instruction
- Net worth statement

Pay bills

Transfers

Rates inquiry

Services

View or Setup Statements / Advices

Alert services

Contact centre

Terms and Conditions

Logoff

You have 37 new messages [Print](#)

Open new term Deposit [Help](#)

Account

Type: Time Deposit - Resident [Product features](#)

Currency: Bangladesh Taka [Interest rate enquiry](#)

Term: 2 Months Fixed

From

Account: 005-001 BDT SAVINGS A/C RES [Check balance](#)

Please make a selection.

Amount

☒ Amount to transfer 100000

New term deposits are set up with default maturity instructions. These are to renew the amount balance plus interest for the same period. Maturity instructions may be updated from your term deposit account details screen.

[Open](#)

Select the desired TD type, currency & term.

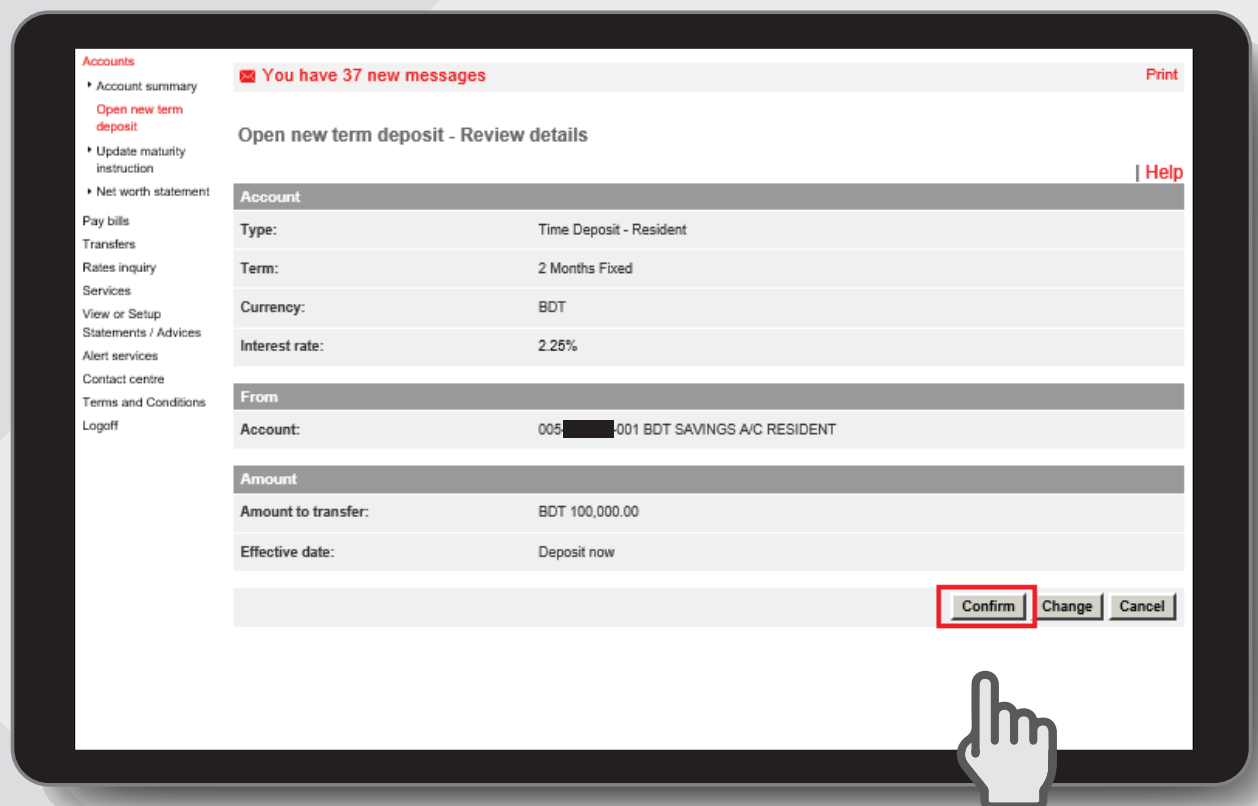
Click 'Open' to proceed.

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.



The screenshot shows the HSBC mobile app interface. On the left is a navigation menu with options like 'Accounts', 'Pay bills', 'Transfers', etc. The main screen is titled 'Open new term deposit - Review details'. At the top, there's a notification 'You have 37 new messages' and a 'Print' link. Below the title, there's a 'Help' link. The details are organized into sections: 'Account' (Type: Time Deposit - Resident, Term: 2 Months Fixed, Currency: BDT, Interest rate: 2.25%), 'From' (Account: 005 [redacted] 001 BDT SAVINGS A/C RESIDENT), and 'Amount' (Amount to transfer: BDT 100,000.00, Effective date: Deposit now). At the bottom right, there are three buttons: 'Confirm' (highlighted with a red box), 'Change', and 'Cancel'. A hand icon is pointing at the 'Confirm' button.

Account	
Type:	Time Deposit - Resident
Term:	2 Months Fixed
Currency:	BDT
Interest rate:	2.25%

From	
Account:	005 [redacted] 001 BDT SAVINGS A/C RESIDENT

Amount	
Amount to transfer:	BDT 100,000.00
Effective date:	Deposit now

[Confirm](#) [Change](#) [Cancel](#)

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.

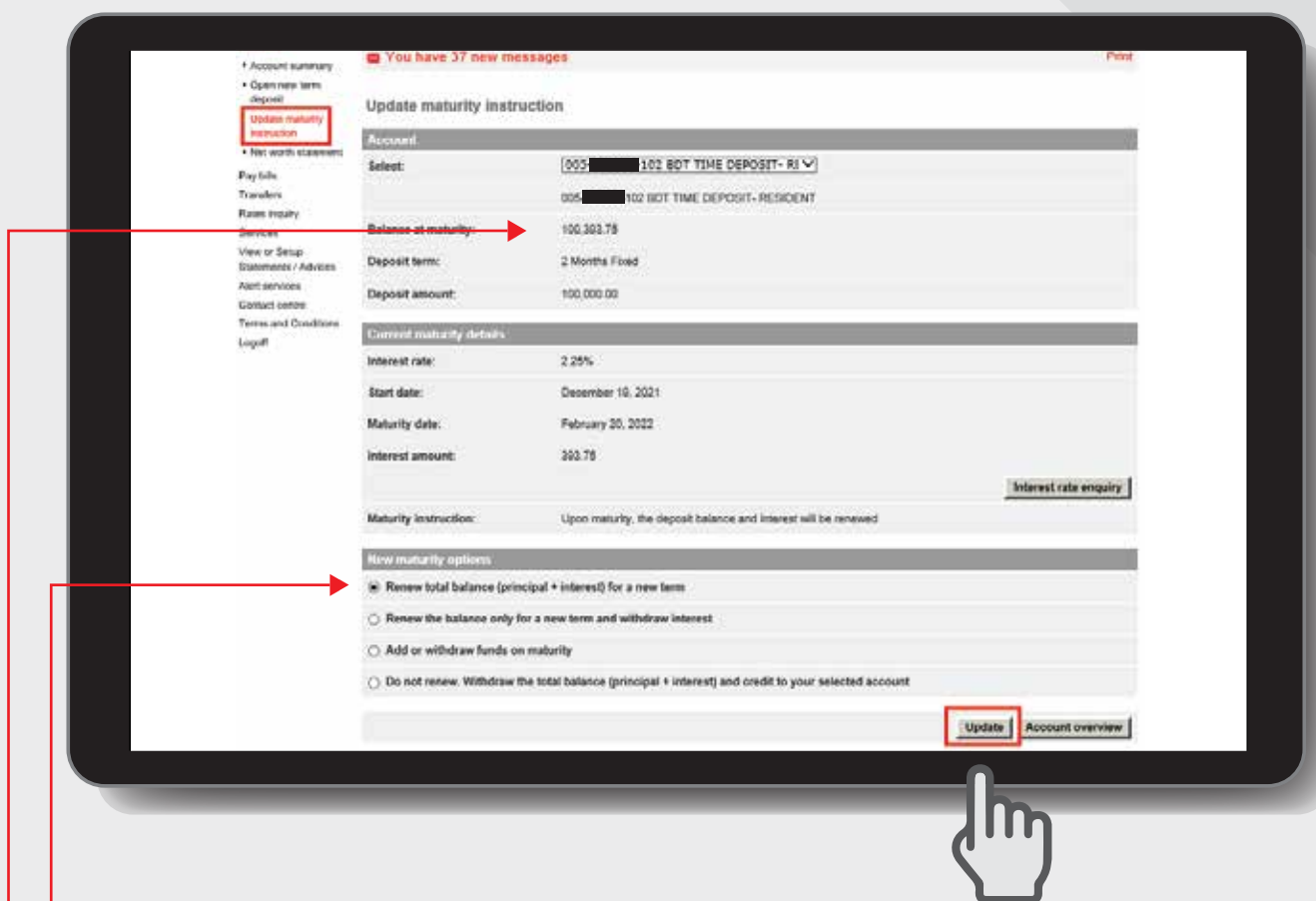
Open new term deposit - Acknowledgement [| Help](#)

Account	
Type:	Time Deposit - Resident
New deposit number:	005 [REDACTED] 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	
From	
Account:	005 [REDACTED] 001 BDT SAVINGS A/C RESIDENT
Amount	
Amount to transfer:	BDT 100,000.00
Effective date:	December 19, 2021
Transaction reference	
Number:	157995X582
Account summary	

Finally, an Acknowledgement window will appear for your reference.

Update maturity instruction Step 1

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



Select the desired TD account

Click 'Update' to proceed.

There are 4 maturity instructions displayed for selection. These are:

1. Renew Principal and Interest
2. Renew Principal and withdraw interest
3. Renew with addition to the principal or withdrawal of a portion of Principal based on existing Maturity Instruction of (1) or (2) above.
4. Withdraw both Principal and Interest on maturity and close account

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 [REDACTED] 102 BDT TIME DEPOSIT- RESIDENT
Deposit term:	2 Months Fixed
Deposit amount:	100,000.00
Interest rate:	2.25%
Interest rate enquiry	
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 interest	
Term	
New term:	1 Month Fixed ▼

[Update](#) [Cancel](#)

Select the new term.

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



Enter Security code for verification and click 'Confirm' to complete the bill payment.

Update maturity instruction - Acknowledgement
Message: Changes here will override any previous instruction on this account

Renew balance and interest

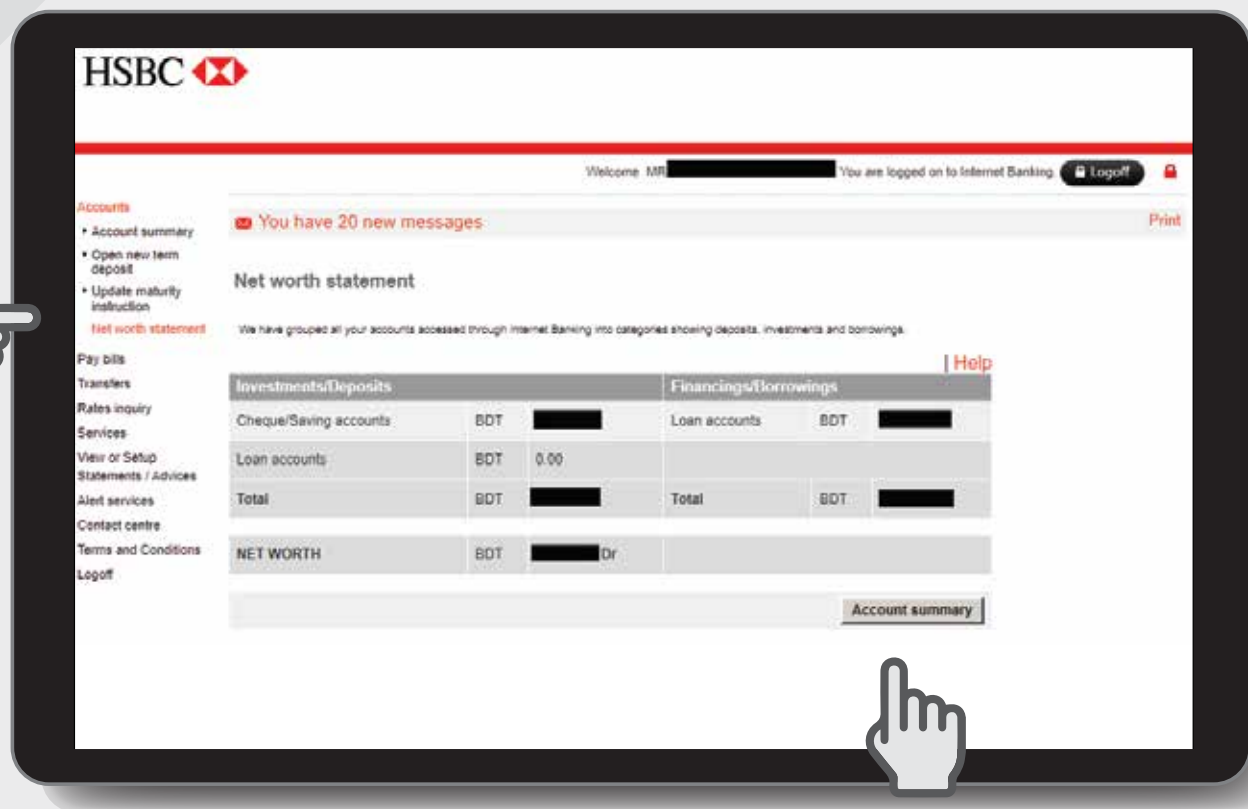
Term	
Your new term is 1 Month Fixed	
Transaction reference number:	157995X587

Finally, an Acknowledgement window will appear for your reference.



Net worth Statement

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

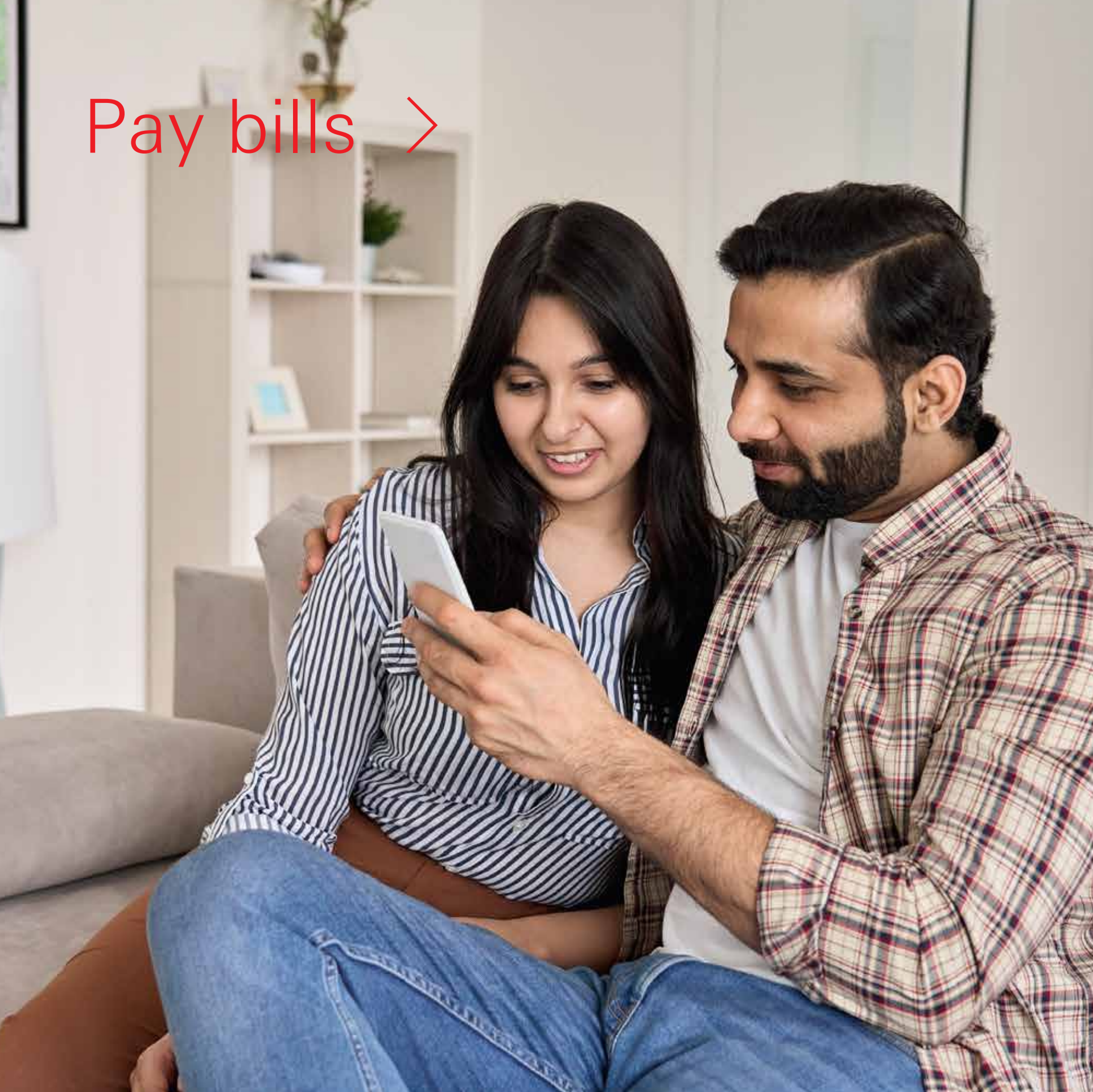


**All foreign currency accounts are estimated in LCY to arrive at the totals and the overall net worth is estimated in LCY.

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.

Click 'Pay a bill'
under 'Pay bills'
Tab from the
left-side

A screenshot of the HSBC PIB 'Pay a bill' interface. The left-side menu is visible, with 'Pay bills' selected and 'Pay a bill' highlighted. The main content area shows a notification for 22 new messages, a 'Pay a bill' heading, and instructions for bill payment. It includes a cut-off time of 02:00pm, a warning about processing time, and a 'Read more' link. Below this, it states the 'Mobile top-up' amount must be within limits: Prepaid minimum BDT 20 to maximum BDT 1,000 per transaction, and Postpaid minimum BDT 50 to maximum BDT 10,000 per transaction. At the bottom, there is a 'From and to' section with a 'From account:' dropdown menu showing '001- -086 BDT ACCOUNT' and a 'Check balance' button. A 'Help' link is also visible in the bottom right corner.

Accounts

Pay bills

Pay a bill

- Pay multiple bills
- Add payee
- Maintain payee list
- Payment history
- Future payments

Transfers

Rates inquiry

Services

View or Setup

Statements / Advices

Alert services

Contact centre

Terms and Conditions

Logoff

✉ You have 22 new messages

Pay a bill

You must read the below instruction carefully before proceeding. By proceeding, you agree to be bound by our terms and conditions. [Click Here](#)

Cut off time for bill payment is 02:00pm. Bills paid only on **working days** are sent to respective merchants on **same day** 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](#)

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

| [Help](#)

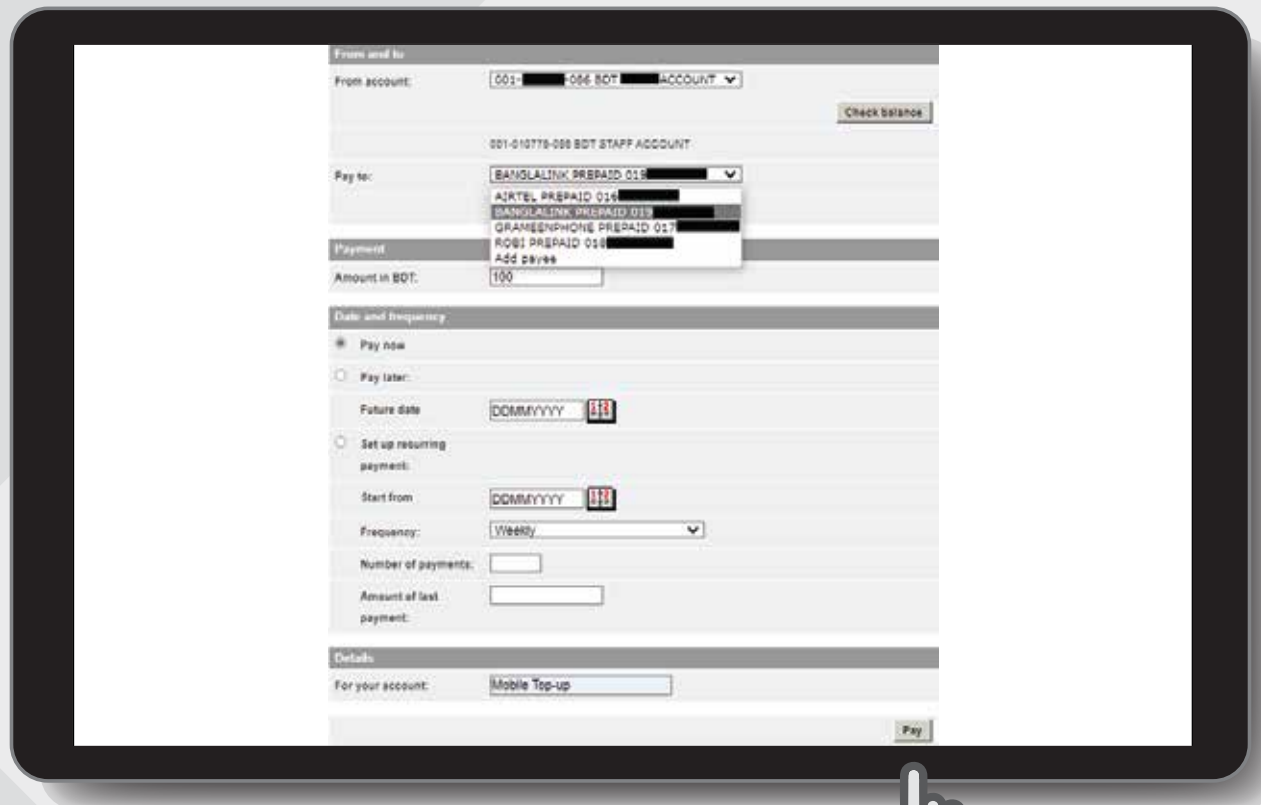
From and to

From account: 001- -086 BDT ACCOUNT ▼

[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'

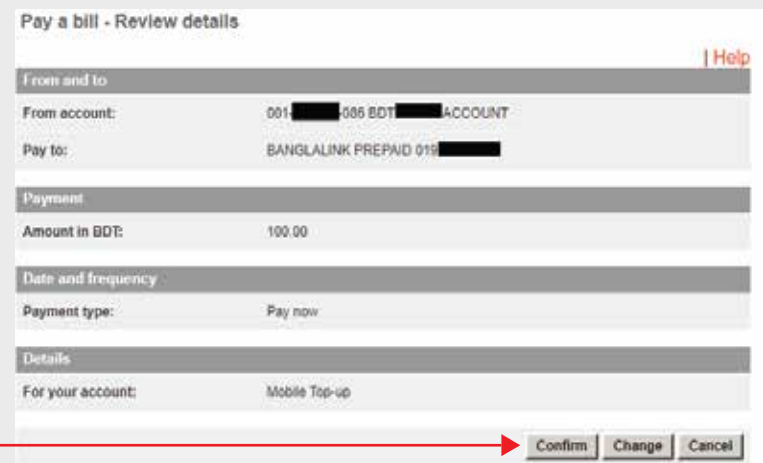


Click 'Pay' to proceed the bill payment.

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).

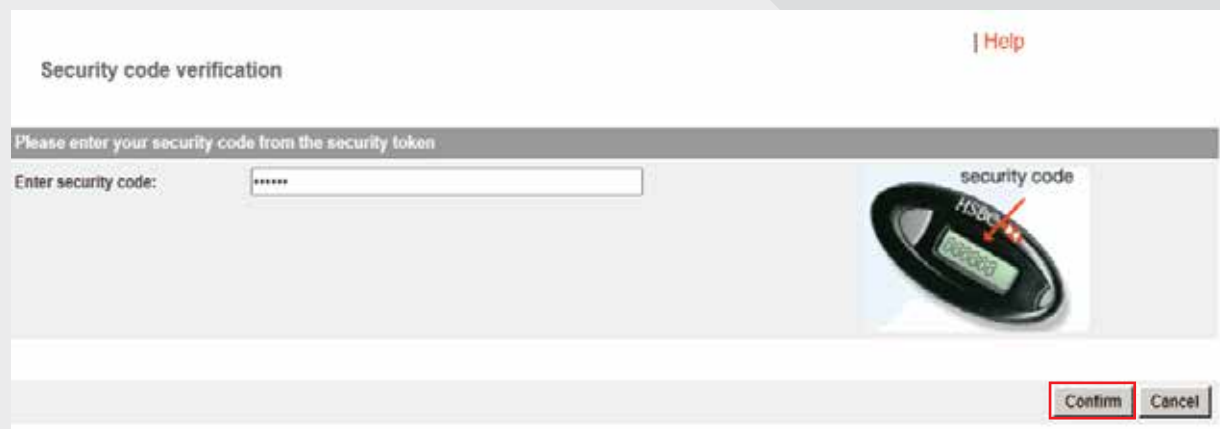
Mobile top-up amount must be within the limits stated below: Prepaid minimum BDT 20 to maximum BDT 1,000 per transaction Postpaid minimum BDT 50 to maximum BDT 10,000 per transaction

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.



Pay a bill Step 3


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



Security code verification [| Help](#)

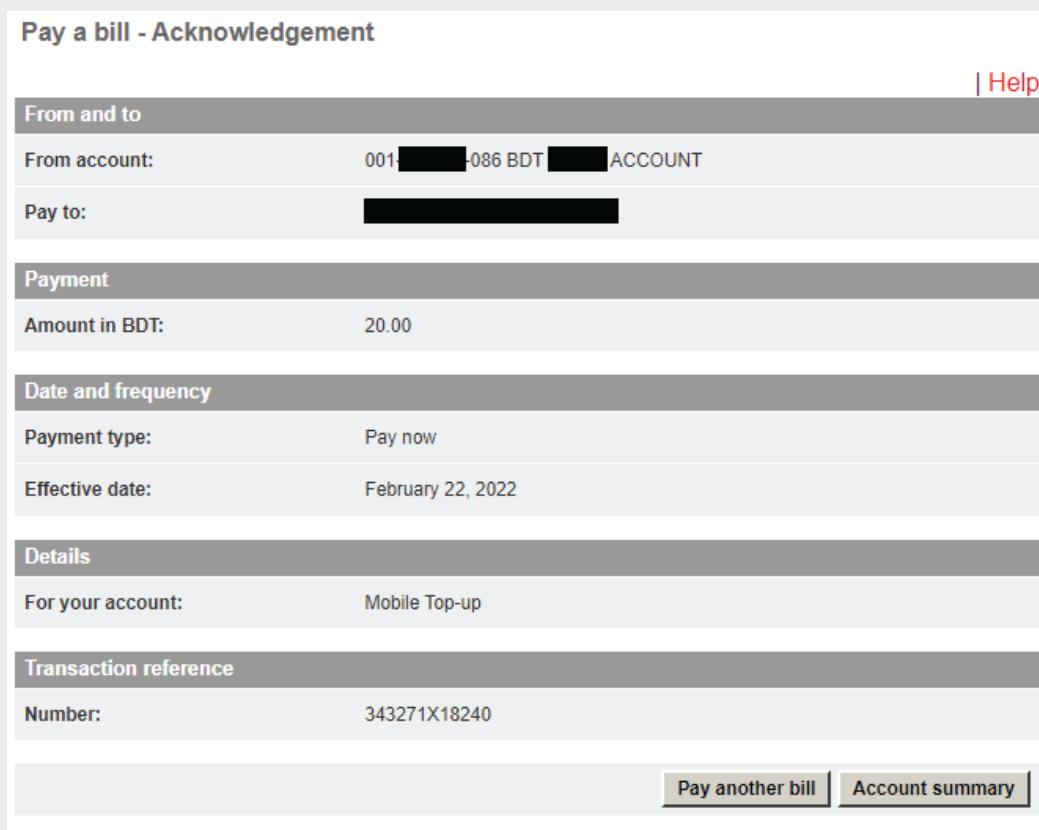
Please enter your security code from the security token

Enter security code:

 security code

[Confirm](#) [Cancel](#)

Enter Security code for verification and click 'Confirm' to complete the bill payment.



Pay a bill - Acknowledgement [| Help](#)

From and to

From account: 001-086 BDT ACCOUNT

Pay to:

Payment

Amount in BDT: 20.00

Date and frequency

Payment type: Pay now

Effective date: February 22, 2022

Details

For your account: Mobile Top-up

Transaction reference

Number: 343271X18240

[Pay another bill](#) [Account summary](#)

Finally, an Acknowledgement window will appear for your reference.

Pay multiple bills Step 1

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

Accounts
Pay bills
• Pay a bill
Pay multiple bills
• Add payee
• Maintain payee list
• Payment history
• Future payments
Transfers
Rates inquiry
Services
View or Setup
Statements / Advices
Alert services
Contact centre
Terms and Conditions
Logout

You have 22 new messages

Print

Pay multiple bills

Help

Pay from

Account: 001-086 BDT ACCOUNT

Check balance

001-086 BDT ACCOUNT

Pay to

Payee	Date (DDMMYYYY)	Amount in BDT
ROBI PREPAID 018	28/02/2022	10
GRAMEENPHONE PREPAID 017	28/02/2022	10
-Select Payee-	28/02/2022	
-Select Payee-	28/02/2022	
-Select Payee-	28/02/2022	
-Select Payee-	28/02/2022	

Pay

Click 'Pay' to proceed the bill payment.

Pay multiple bills - Review details

Help

Pay from

Account: 001-086 BDT ACCOUNT

Pay to

Payee	Date	Amount in BDT
ROBI PREPAID 018	February 28, 2022	10.00
GRAMEENPHONE PREPAID 017	February 28, 2022	10.00

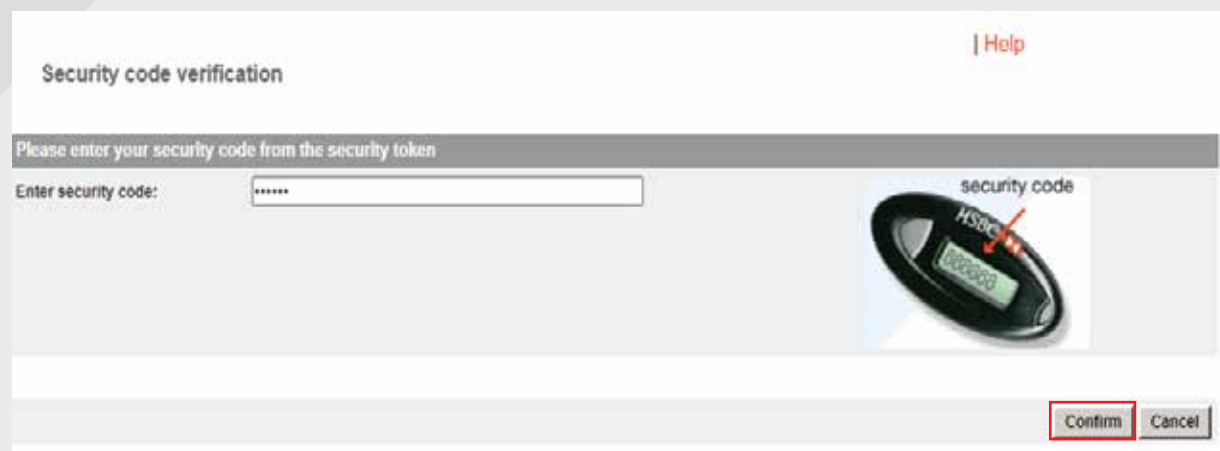
Confirm Change Cancel

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.



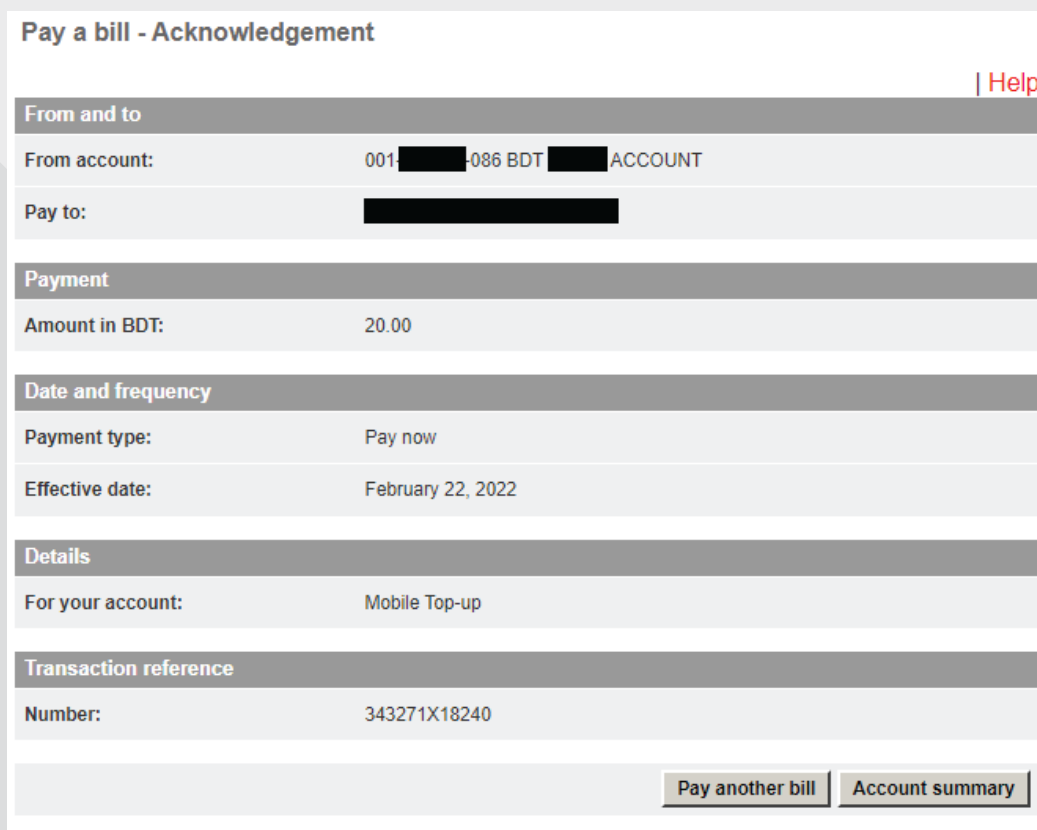
Pay multiple bills Step 2

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



The screenshot shows a 'Security code verification' window. At the top right is a 'Help' link. Below the title, a grey bar says 'Please enter your security code from the security token'. Underneath, there is a label 'Enter security code:' followed by a text input field containing six asterisks. To the right of the input field is an image of an HSBC security token with a green display showing '000000'. Below the input field and image are two buttons: 'Confirm' (highlighted with a red box) and 'Cancel'.

Enter Security code for verification and click 'Confirm' to complete the bill payment.



The screenshot shows a 'Pay a bill - Acknowledgement' window. At the top right is a 'Help' link. The window is divided into several sections: 'From and to' with 'From account:' (001-086 BDT ACCOUNT) and 'Pay to:'; 'Payment' with 'Amount in BDT:' (20.00); 'Date and frequency' with 'Payment type:' (Pay now) and 'Effective date:' (February 22, 2022); 'Details' with 'For your account:' (Mobile Top-up); and 'Transaction reference' with 'Number:' (343271X18240). At the bottom right are two buttons: 'Pay another bill' and 'Account summary'.

Finally, an Acknowledgement window will appear for your reference.

Add payee Step 1

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

Accounts

Pay bills

- Pay a bill
- Pay multiple bills
- **Add payee**
- Maintain payee list
- Payment history
- Future payments

Transfers

Rates inquiry

Services

View or Setup

Statements / Advices

Alert services

Contact centre

Terms and Conditions

Logout

You have 22 new messages

Add payee

Click "Search" below to add a payee against a particular account or reference number. The account/reference number format is given below:

UTILITY NAME	A/C OR REFERENCE NO	OTHER INSTRUCTIONS
INSURANCE		
MetLife	4-10 alphanumeric, policy number	Enter the policy number of your insurance Click for Screenshot
TELECOM OPERATOR		
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)

Find Payee

Select a search option from the dropdown list and input your search criteria, or click on a letter/number to list the payees starting with the selected character.

Payee name: Starting with Search

Starting with

Starting with

All payees

A | B | C | D | E | F | G | H | I | J | K | L | M |

N | O | P | Q | R | S | T | U | V | W | X | Y | Z

b. Click 'Search' to find the listed merchant/s.

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
GRAMEENPHONE PREPAID
METLIFE
ROBI POSTPAID
ROBI PREPAID
TELETALK PREPAID

c. List of merchants will appear to choose.

Add payee Step 2

Enter the Account Number/Reference Number with Merchant.

Merchant	
Merchant name:	BANGLALINK PREPAID
Account Number/Reference Number with Merchant	Click here for list <input type="text" value="019XXXXXXXX"/>
<div>Add</div>	

Click 'Add' to confirm
the merchant



Add payee - Review details

[Help](#)

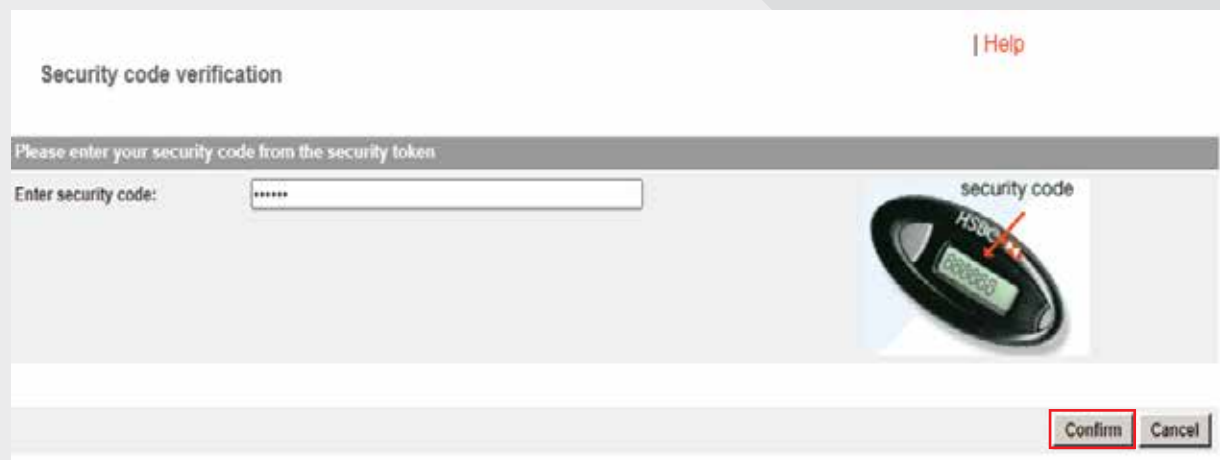
Merchant	
Merchant name:	BANGLALINK PREPAID
Account number:	019XXXXXXXX
<div>Confirm Change Cancel</div>	

A window will appear to
review Add payee details
and click 'Confirm'.



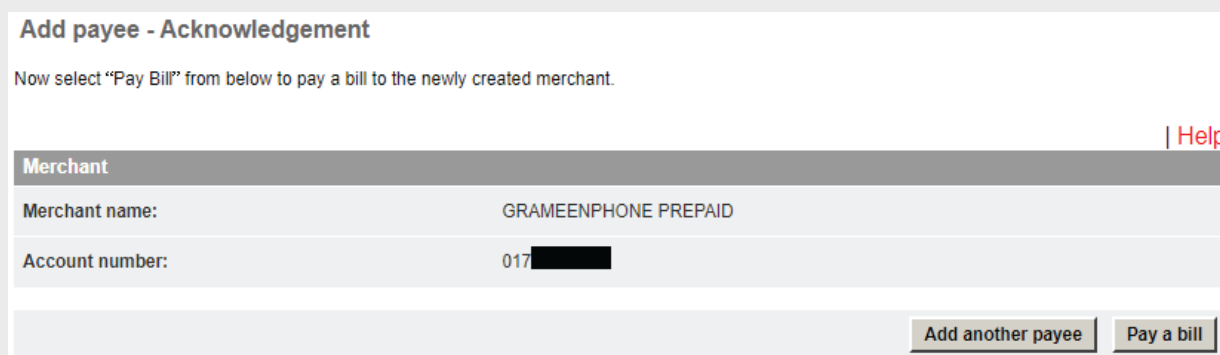
Add payee Step 3

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



The screenshot shows a 'Security code verification' window. At the top right is a 'Help' link. Below the title bar, a grey bar contains the text 'Please enter your security code from the security token'. The main area has the label 'Enter security code:' followed by a text input field with six dots. To the right is an image of an HSBC security token with the text 'security code' above it. At the bottom right are 'Confirm' and 'Cancel' buttons, with 'Confirm' highlighted by a red box.

Then another window will appear to carry out the necessary security verification and click 'Confirm' once again. You are now ready to pay a bill. Note: Once you add a payee, that merchant will always be available in the list.



The screenshot shows an 'Add payee - Acknowledgement' window. At the top right is a 'Help' link. Below the title bar, a grey bar contains the text 'Now select "Pay Bill" from below to pay a bill to the newly created merchant.' The main area has a table with the following content:

Merchant	
Merchant name:	GRAMEENPHONE PREPAID
Account number:	017 [REDACTED]

At the bottom right are 'Add another payee' and 'Pay a bill' buttons. A red arrow points from the 'Pay a bill' button to the text in the next block.

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

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
 ▸ Pay a bill
 ▸ Pay multiple bills
 ▸ Add payee
 Maintain payee list
 ▸ Payment history
 ▸ Future payments
Transfers
Rates inquiry
Services
View or Setup
Statements / Advices
Alert services
Contact centre
Terms and Conditions

✉ You have 22 new messages Print

Maintain payee list

	Merchant name	Account with merchant	Payee code
<input checked="" type="radio"/>	AIRTEL PREPAID	0165 [REDACTED]	01
<input type="radio"/>	BANGLALINK PREPAID	019 [REDACTED]	04
<input type="radio"/>	GRAMEENPHONE PREPAID	017 [REDACTED]	05
<input type="radio"/>	GRAMEENPHONE PREPAID	017 [REDACTED]	03
<input type="radio"/>	ROBI PREPAID	018 [REDACTED]	02

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 Merchant name then click 'Update'.

Accounts
Pay bills
 ▸ Pay a bill
 ▸ Pay multiple bills
 ▸ Add payee
 Maintain payee list
 ▸ Payment history
 ▸ Future payments
Transfers
Rates inquiry
Services
View or Setup
Statements / Advices
Alert services
Contact centre
Terms and Conditions

✉ You have 22 new messages Print

Update payee account

Help

Merchant information	
Merchant name:	AIRTEL PREPAID
Existing account number:	01658092779
New account number:	<input type="text" value="01671201809"/>
Payee code:	01

Update Cancel

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



Maintain payee list Step 2

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

Update payee account - Review details

Help

Merchant information	
Merchant name:	AIRTEL PREPAID
Existing account number:	0179
New account number:	0109
Payee code:	01

ConfirmCancel

Click 'Confirm' to proceed the change.




After selecting 'Update', it will return a review page where the customer can confirm or cancel the amendment. Once the acknowledgement screen is displayed no further changes can be made. On the other hand, selecting 'Cancel' at anytime during this process returns the customer to the beginning of the Maintain Payee function.

Security code verification

Help

Please enter your security code from the security token

Enter security code: *****



security code

ConfirmCancel

Then another window will appear to carry out the necessary security verification and click 'Confirm' once again.



Update payee account - Acknowledgement

Help

Merchant information	
Merchant name:	AIRTEL PREPAID
Existing account number:	0179
New account number:	0109
Payee code:	01

Maintain another payeePay multiple bills

Finally, an Acknowledgement window will appear for your reference.

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.

Accounts

Pay bills

- Pay a bill
- Pay multiple bills
- Add payee
- Maintain payee list
- Payment history**
- Future payments

Transfers

Rates inquiry

Services

View or Setup

Statements / Advice

Alert services

Contact centre

Terms and Conditions

Logout

You have 22 new messages

Print

Payment history

Help

Account

Select: 001-086 BDT ACCOUNT

001-086 BDT ACCOUNT

Date range

From: 01/01/2021 To: 06/03/2022 Go

Click on the underlined column headings to sort your transactions.

<u>Date</u>	<u>From account</u>	<u>Pay to</u>	<u>Amount</u>	<u>Status</u>
<u>February 22, 2022</u>	001-086	ROBI PREPAID	BDT 20.00	Completed
<u>February 28, 2022</u>	001-086	ROBI PREPAID	BDT 10.00	Completed
<u>February 28, 2022</u>	001-086	GRAAMEENPHONE 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 bills

- Pay a bill
- Pay multiple bills
- Add payee
- Maintain payee list
- Payment history
- **Future payments**

Transfers

Rates inquiry

Services

View or Setup

Statements / Advices

Alert services

Contact centre

Terms and Conditions

Logout

You have 22 new messages

Print

Future payments

Help

Account

Select: 001-086 BDT ACCOUNT

001-086 BDT ACCOUNT

Date range

From: 01/03/2022 To: 07/03/2022 Go

Date	Pay to	Amount	Frequency
March 7, 2022	ROBI PREPAID	BDT 100.00	

After selecting the specific date range then click 'Go' to view the Future payment details.

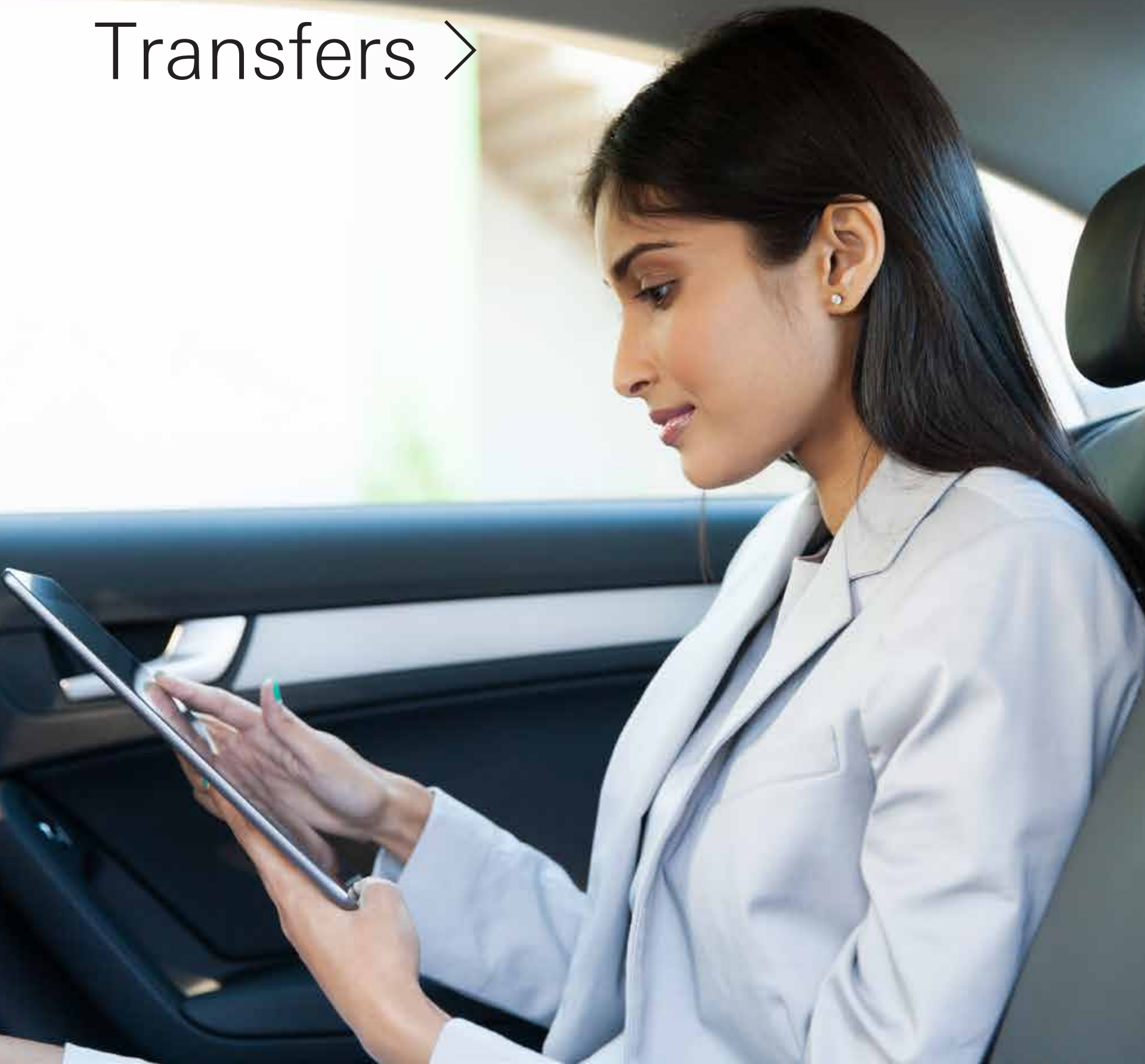
The information appearing will be under the following headings:

- * 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:

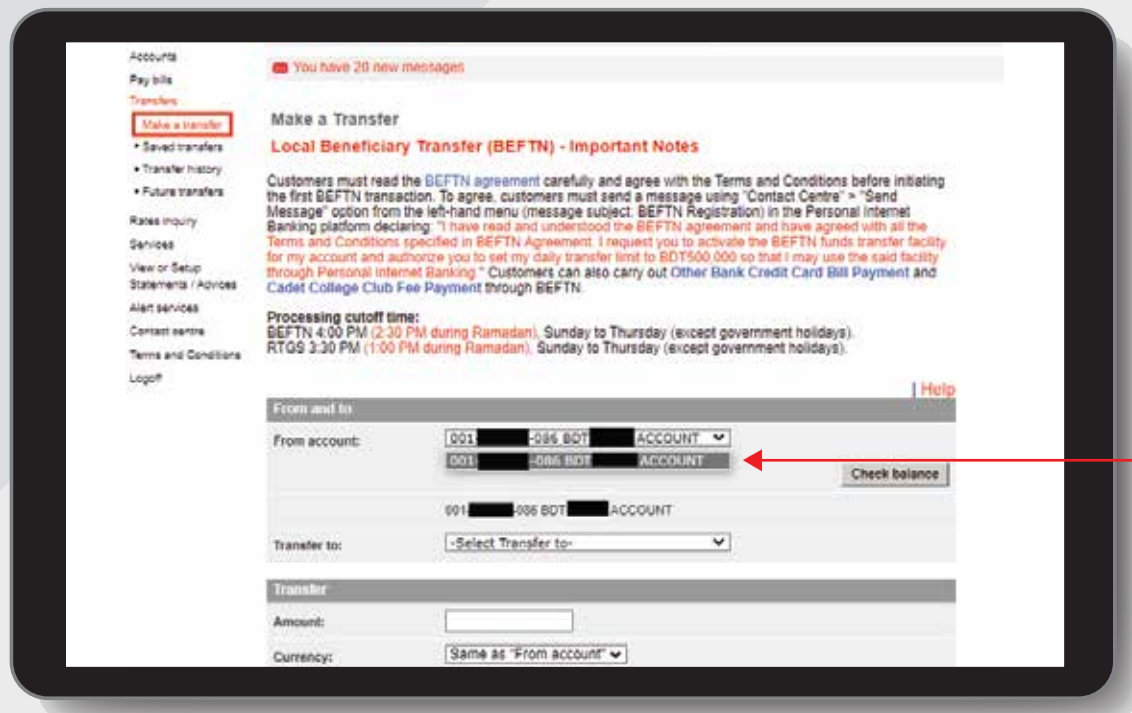
- Make a Transfers
- Saved Transfers
- Transfer History
- Future Transfers

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.

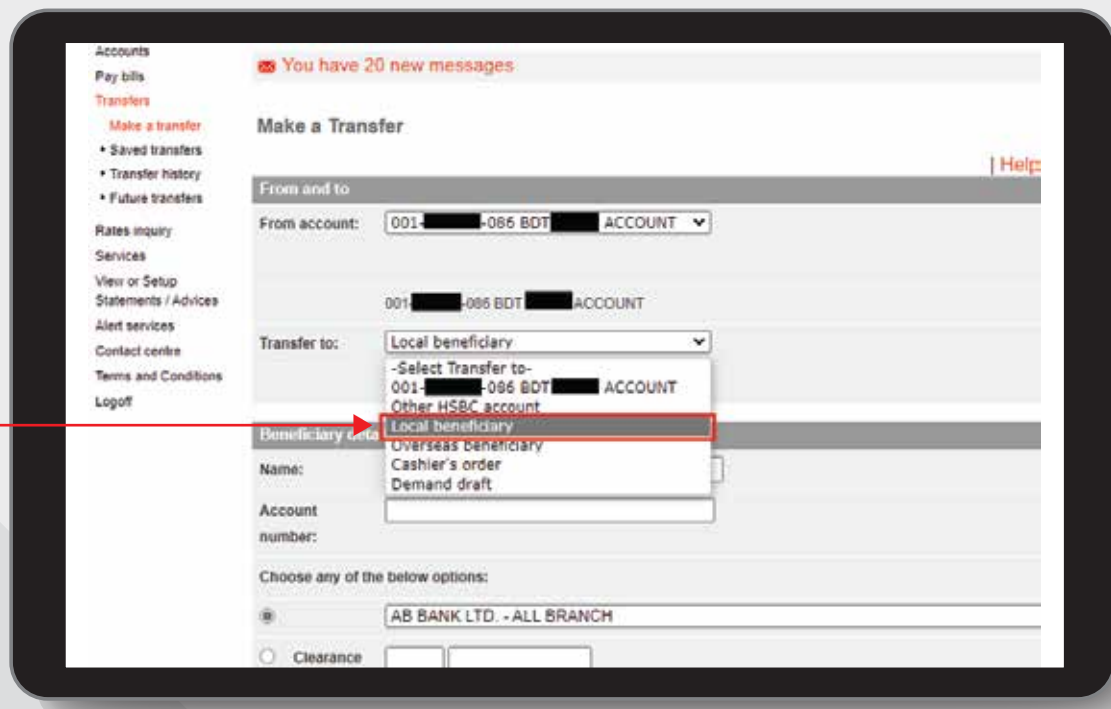
For Local Transfer Step1

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



a. Select your debit account from the 'From account' drop-down list.

b. Choose Local beneficiary from the 'Transfer To' drop-down list



For Local Transfer Step2

Enter Beneficiary details and transfer details

Beneficiary details

Name:

Account number:

Choose any of the below options:

☒ **AB**

☐ Clearance code (optional):

Beneficiary details

Name:

Account number:

Choose any of the below options:

☒ **COMMERCIAL BANK OF CREDIT**

☐ Clearance code (optional):

Transfer

Amount in BDT:

Date and frequency

☒ Transfer now

☐ Transfer later:

Future date:

☐ Set up recurring transfer:

Start from:

Frequency:

Number of transfers:

Amount of last transfer:

Details

For beneficiary:

Account Number

For your account:

a. Type your beneficiary account name and number

b. Select your desired Bank Branch from drop-down list.

c. Enter your transfer amount in BDT

d. Click 'Transfer'

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

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
<div>Confirm Change Cancel</div>	

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 verification

Please enter your security code below the security token

ENTER SECURITY CODE:

security code

Confirm Cancel

b. Enter Security code for verification and click 'Confirm' to complete the fund transfer instruction.



acknowledgement

From account: 001 [REDACTED] 008 BDT [REDACTED] ACCOUNT

Transfer to: Local beneficiary

Beneficiary details	
Name:	MOHAMMED ERFAN ELAHI
Account number:	[REDACTED]
Choose any of the below options:	[REDACTED]
Transfer	
Amount:	BDT 5,000.00
Date and frequency	
Transfer type:	Transfer now
Effective date:	February 27, 2022
Details	
For beneficiary:	[REDACTED]
For your account:	[REDACTED]
Transaction reference	
Number:	343274X24812
Make another transfer Account summary	

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

For own HSBC accounts Transfer Step1

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

The screenshot shows the 'Make a Transfer' form with the following sections and annotations:

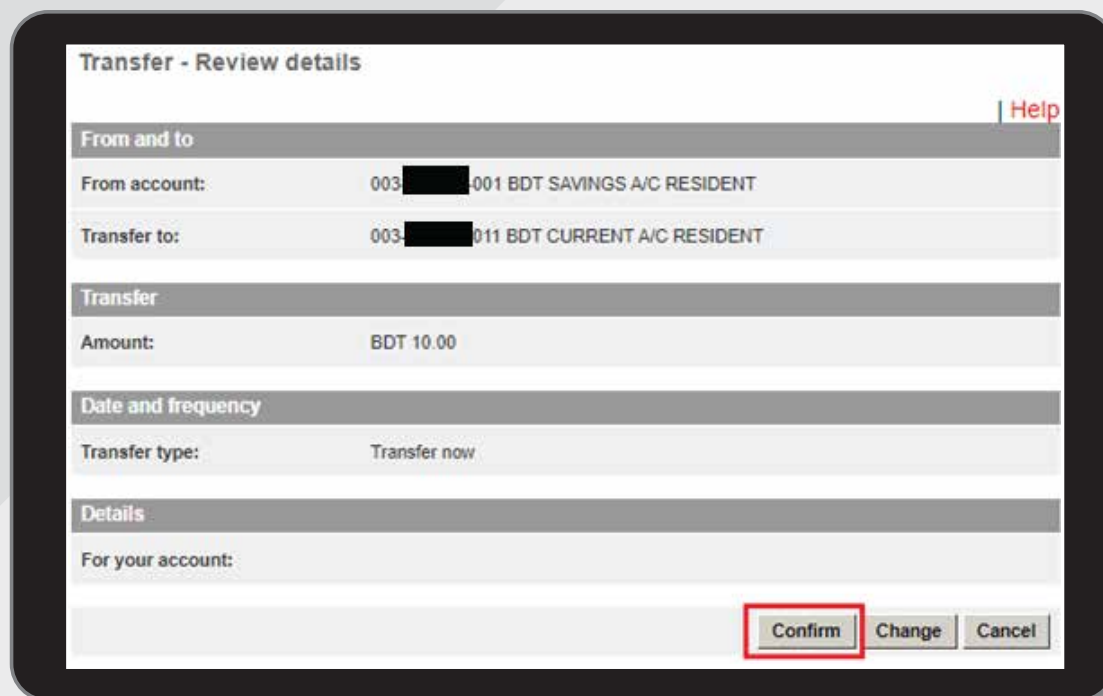
- From and to:**
 - From account:** 003- [redacted] -001 BDT SAVINGS A/C RES. (Annotation a: Select your debit account from the 'From account' drop-down list.)
 - Check balance** button.
 - Transfer to:** -Select Transfer to- (Annotation b: Choose your own HSBC account from the 'Transfer To' drop-down list)
- Transfer:**
 - Amount:** [input field] (Annotation c: Enter your transfer amount)
 - Currency:** Same as "From account" (Annotation d: Account currency should be similar as cross currency is not allowed.)
- Date and frequency:**
 - ☒ **Transfer now**
 - ☐ **Transfer later:**
 - Future date:** DDMMYYYY [calendar icon]
 - ☐ **Set up recurring transfer:**
 - Start from:** DDMMYYYY [calendar icon]
 - Frequency:** Weekly
 - Number of transfers:** 1
 - Amount of last transfer:** [input field]
- Details:**
 - For your account:** [input field]
- Buttons:** Transfer (highlighted with a red box and a hand icon), 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.



Transfer - Review details | Help

From and to

From account: 003 [REDACTED] 001 BDT SAVINGS A/C RESIDENT

Transfer to: 003 [REDACTED] 011 BDT CURRENT A/C RESIDENT

Transfer

Amount: BDT 10.00

Date and frequency

Transfer type: Transfer now

Details

For your account:

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 verification | Help

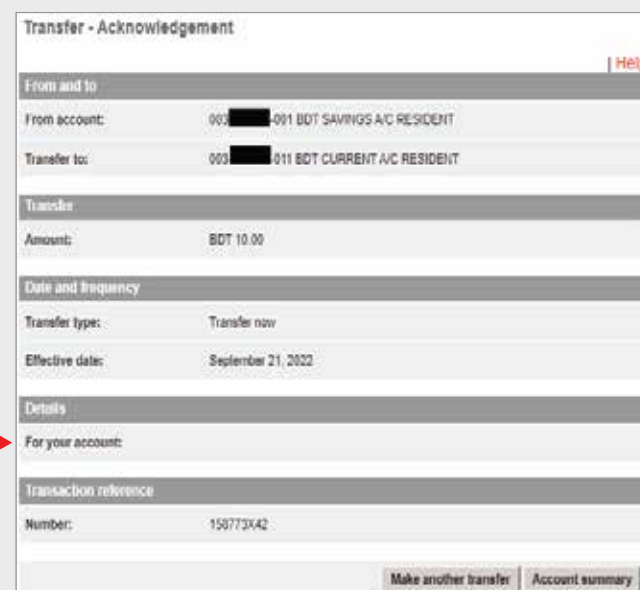
Please enter your security code before the security value.

ENTER SECURITY CODE: [REDACTED]

security code

Confirm Cancel

b. Enter Security code for verification and click 'Confirm' to complete the fund transfer instruction.



Transfer - Acknowledgement | Help

From and to

From account: 003 [REDACTED] 001 BDT SAVINGS A/C RESIDENT

Transfer to: 003 [REDACTED] 011 BDT CURRENT A/C RESIDENT

Transfer

Amount: BDT 10.00

Date and frequency

Transfer type: Transfer now

Effective date: September 21, 2022

Details

For your account:

Transaction reference

Number: 150773X42

Make another transfer Account summary

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

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 and to

From account:

001- -086 BDT ACCOUNT

Check balance

001-010776-086 BDT STAFF ACCOUNT

Transfer to:

-Select Transfer to-

-Select Transfer to-

001- -086 BDT ACCOUNT

Other HSBC account

Local beneficiary

Overseas beneficiary

Cashier's order

Demand draft

Transfer

Amount:

Currency:

Date and frequency

☒ Transfer now

☐ Transfer later:

Future date:

DDMMYYYY

12

☐ Set up recurring transfer:

Start from:

DDMMYYYY

12

a. Select your debit account from the 'From account' drop-down list.

b. Choose Other HSBC account from the 'Transfer To' drop-down list

For Other HSBC accounts Transfer Step2

Enter Beneficiary details and transfer details

From and to	
From account:	003- -001 BDT SAVINGS A/C RES ▾
	<input type="button" value="Check balance"/>
	003- -001 BDT SAVINGS A/C RESIDENT
Transfer to:	Other HSBC account ▾
	Other HSBC account
Beneficiary details	
Account number:	- -
Currency:	Bangladesh Taka ▾
Transfer	
Amount:	
Currency:	Same as "From account" ▾

a. Type your beneficiary account number

b. Enter your transfer amount

Date and frequency	
<input checked="" type="radio"/>	Transfer now
<input type="radio"/>	Transfer later:
Future date:	DDMMYYYY <input type="text" value="1"/> <input type="text" value="2"/>
<input type="radio"/>	Set up recurring transfer:
Start from:	DDMMYYYY <input type="text" value="1"/> <input type="text" value="2"/>
Frequency:	Weekly ▾
Number of transfers:	<input type="text" value="1"/>
Amount of last transfer:	<input type="text"/>
Details	
For your account:	<input type="text"/>
<input type="button" value="Transfer"/> <input type="button" value="Save"/> <input type="button" value="Transfer and save"/>	

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

c. Click 'Transfer'



For Other HSBC account Transfer Step3

Transfer – Review Details and confirm your fund transfer instruction.

From and to	
From account:	003-001 BDT SAVINGS A/C RESIDENT
Transfer to:	Other HSBC account
Beneficiary details	
Account number:	003-001 BDT
Transfer	
Amount:	BDT 10.00
Date and frequency	
Transfer type:	Transfer now
Details	
For your account:	
<div>Confirm Change Cancel</div>	

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 verification

Please enter your security code before the security token.

ENTER SECURITY CODE:

 security code

Confirm Cancel

b. Enter Security code for verification and click 'Confirm' to complete the fund transfer instruction.



Transfer - Acknowledgement

From and to

From account: 003-001 BDT SAVINGS A/C RESIDENT

Transfer to: Other HSBC account

Beneficiary details

Account number: 003-001 BDT

Transfer

Amount: BDT 10.00

Date and frequency

Transfer type: Transfer now

Effective date: September 20, 2022

Details

For your account:

Transaction reference

Number: 150699X748

Make another transfer Account summary

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

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

From account: 003-████-001 BDT SAVINGS A/C RES ▼

Check balance

003-████-001 BDT SAVINGS A/C RESIDENT

Transfer to: Cashier's order ▼

Cashier's order

Delivery options

☒ Mail to you

☐ Mail to beneficiary

☐ Collect at branch Dhaka Main Office, Anchor Tower ▼

I hereby authorise:

Bearer's name:

a. Select your debit account from the 'From account' drop-down list.

b. Choose **Cashier's Order** from the 'Transfer To' drop-down list

c. Select delivery option:

- Mail to you (i.e. account holder)
- Mail to beneficiary
- Collect at branch with branch selection and authorization for 3rd party to pick up the cashier's order (includes Bearer's name and ID)

Beneficiary details

Name:

Address:

Transfer

Amount:

Currency: Bangladesh Taka ▼

Details

For beneficiary:

For your account:

Transfer

d. Type your beneficiary name and address

e. Enter your transfer amount in BDT

f. Specify additional transfer details for beneficiary and for your account

g. Click '**Transfer**'



Transfer to a Cashier's order Step2

Review Details and confirm your fund transfer instruction.

Address:	101, Dhanmondi
	Dhaka
Transfer	
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 verification [Help](#)

Please enter your security code from the security token

Enter security code:

security code

[Confirm](#) [Cancel](#)

b. Enter Security code for verification and click 'Confirm' to complete the fund transfer instruction.



Transfer - Acknowledgement [Help](#)

Your request will be processed manually. Our Helpline: 888

From and to

From account: 800-001 BDT SAVINGS A/C RESIDENT

Transfer to: Cashier's order

Delivery options

Mode: Mail to you

Beneficiary details

Name: MR HSBC CUSTOMER

Address: 101, Dhanmondi

Dhaka

Transfer

Amount: BDT 1,200.00

Date and frequency

Transfer type: Transfer now

Details

For beneficiary: Tax commissioner office

For your account: Income Tax payment

Transaction reference

Number: 158773X00

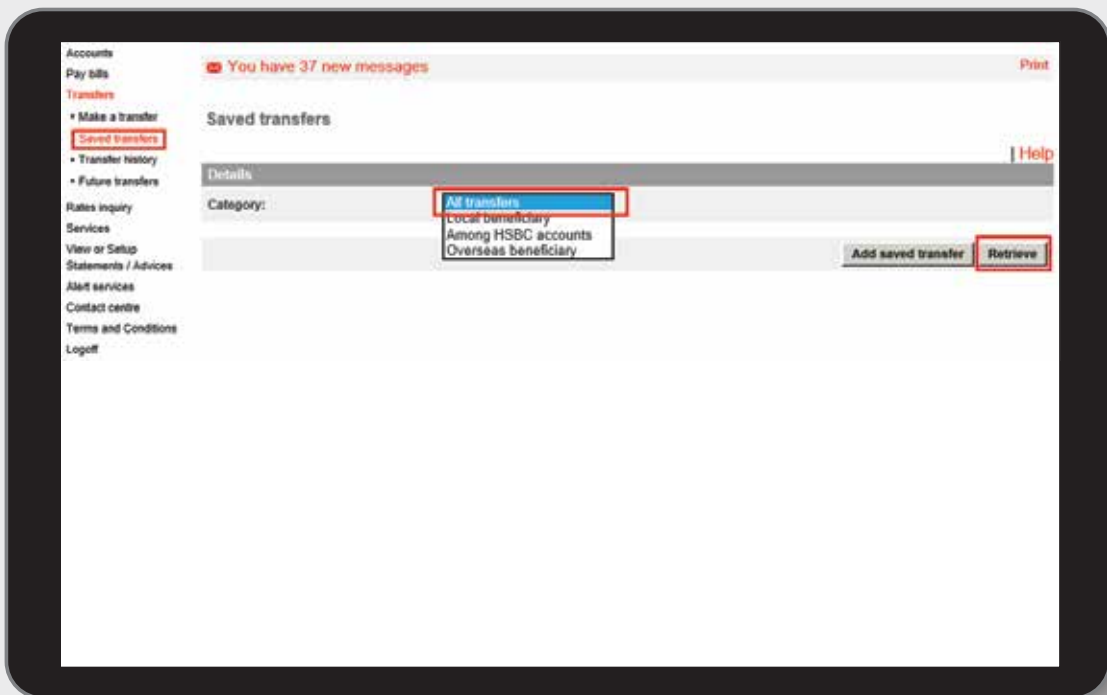
c. Finally, an Acknowledgement window will appear for your reference.

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.



After selecting the category then click 'Retrieve' to view the saved beneficiary details.

Beneficiary	Currency	Details for your account	Payee code
001-██████000	BDT		01
44-██████702	BDT		16
MIR. ABCD EFG	BDT		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)

Select your desired account from the drop-down list.

After selecting the specific date range then click 'Go' to view the Future payment details.

Click on the underlined column headings to sort your transactions.

<u>Date</u>	<u>Transfer to</u>	<u>Transfer amount</u>	<u>Details for your account</u>
August 2, 2021	2-001 BDT	BDT 105,000.00	
August 29, 2021	-001 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.

The screenshot shows the HSBC Future Transfers interface. The sidebar on the left contains the following menu items: Accounts, Pay bills, Transfers (with sub-items: Make a transfer, Saved transfers, Transfer history, and Future transfers), Rates inquiry, Services, View or Setup, Statements / Advices, Alert services, Contact centre, Terms and Conditions, and Logout. The main content area is titled 'Future transfers' and includes a 'Help' link. It features a 'Select' dropdown menu with the value '001-086 BDT STAFF ACCOUNT', a 'Check balance' button, a 'Category' dropdown menu with the value 'All transfers', and a 'Date range' section with 'From' and 'To' date pickers. A 'Go' button is located to the right of the date range. Below these fields is a table of transactions with the following columns: Date, Transfer to, Transfer amount, and Details for your account. The table contains one transaction: March 8, 2022, Kazi Abdul Hamid, BDT 10,000.00, and Family Expense. Red boxes and arrows highlight the 'Future transfers' link, the 'Select' and 'Category' dropdowns, the 'Date range' fields, the 'Go' button, and the transaction table.

Select your desired account and Category from the drop-down list.

After selecting the specific date range then click 'Go' to view the Future payment details.

The information appearing will be under the following headings:

- * 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.

Interest rate enquiry | [Help](#)

Account

Type: Saving Account - Resident

Currency: Bangladesh Taka

Minimum balance: 0.00

Amount	Interest rate
0.00 - 99,999.99	0.00%
100,000.00 - 99,999,999.99	0.50%

The rates mentioned are indicative and subject to change without notice.

[Account summary](#)

Select account Type and Currency from the drop-down list.

All information displayed, such as minimum balance required, banding and applicable interest rates.

Services >



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
Pay title
Transfer
Rate inquiry
Services
Update personal information
+ Request Replacement PIB
+ Stop cheque
+ Order cheque book
+ Select account
+ Foreign Accounts
+ Reduce interest earning rate
+ Change interest
+ Change Password
+ Change security question and answer
View or Print Statements / Advice
Alert section
Contact centre
Terms and Conditions
Logout

You have 37 new messages

Update personal information

- Your personal information is displayed in the fields below. Amend the appropriate details and your personal details will be immediately updated.
- If no information is displayed in any of the fields, key in the information you want us to update our records with. We will update your details accordingly.

Personal

Date of birth: 7/26/471978

Annual income: 720000

No. of dependents: 2

Occupation: PROFESSIONAL/SENIOR ADMINISTRATIVE

Employer: HSBC Bangladesh

Telephone numbers (Please include international and local dialing codes)

Home: 77345678

Office: 9876543

Mobile: 01812345678

Fax numbers (Please include international and local dialing codes)

Home: 7854321

Office: 7854321

e-mail address: jsc1714@gmail.com

Please note that your email address will be used for all e-notifications you select through internet banking. Please note that your Personal Details will also be searched to reflect your new email address.

Update

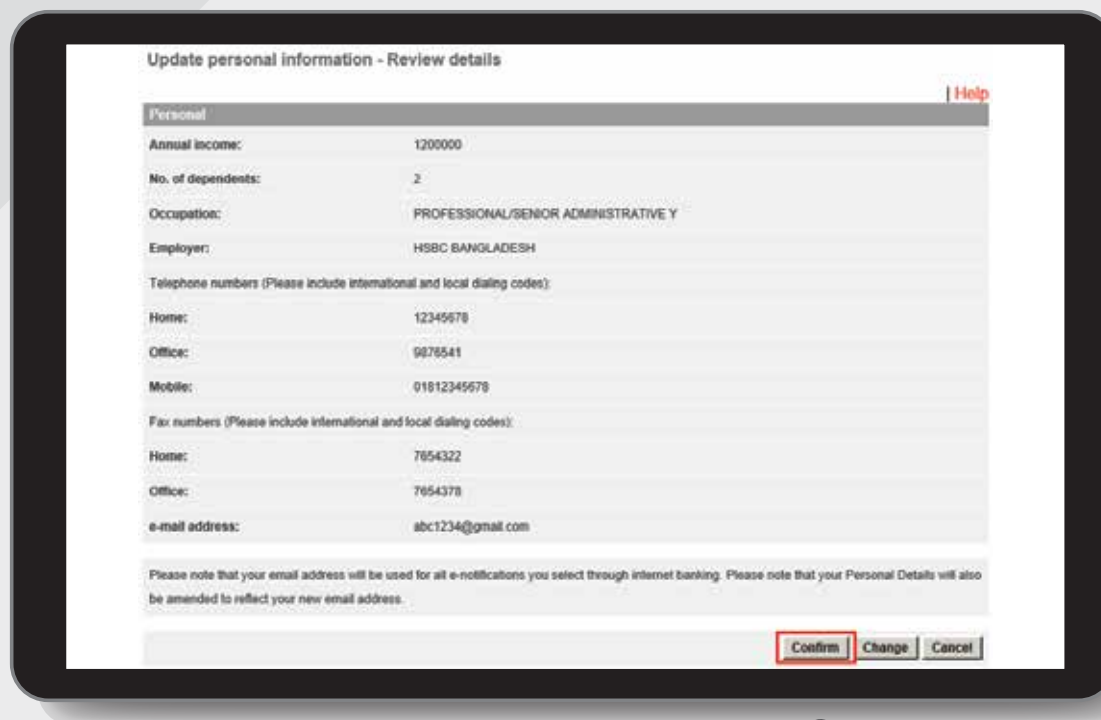
Input the relevant fields as appropriate for update.



Click 'Update'

Update personal information Step 2

Review the details and click 'Confirm'



Update personal information - Review details

Personal

Annual income:	1200000
No. of dependents:	2
Occupation:	PROFESSIONAL/SENIOR ADMINISTRATIVE Y
Employer:	HSBC BANGLADESH
Telephone numbers (Please include international and local dialing codes):	
Home:	12345678
Office:	9978541
Mobile:	01812345678
Fax numbers (Please include international and local dialing codes):	
Home:	7854322
Office:	7854378
e-mail address:	abc1234@gmail.com

Please note that your email address will be used for all e-notifications you select through internet banking. Please note that your Personal Details will also be amended to reflect your new email address.

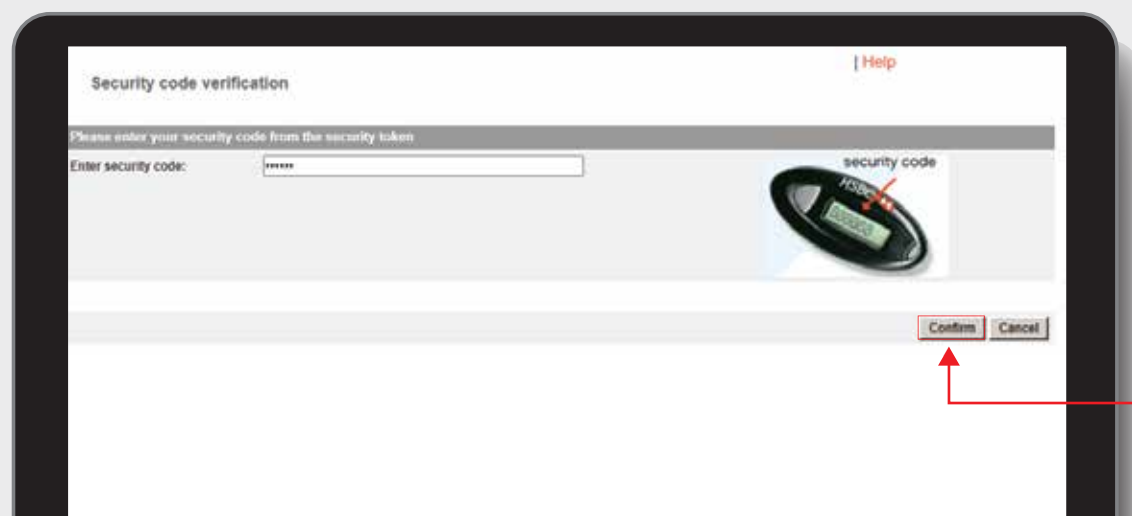
Confirm Change Cancel



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.

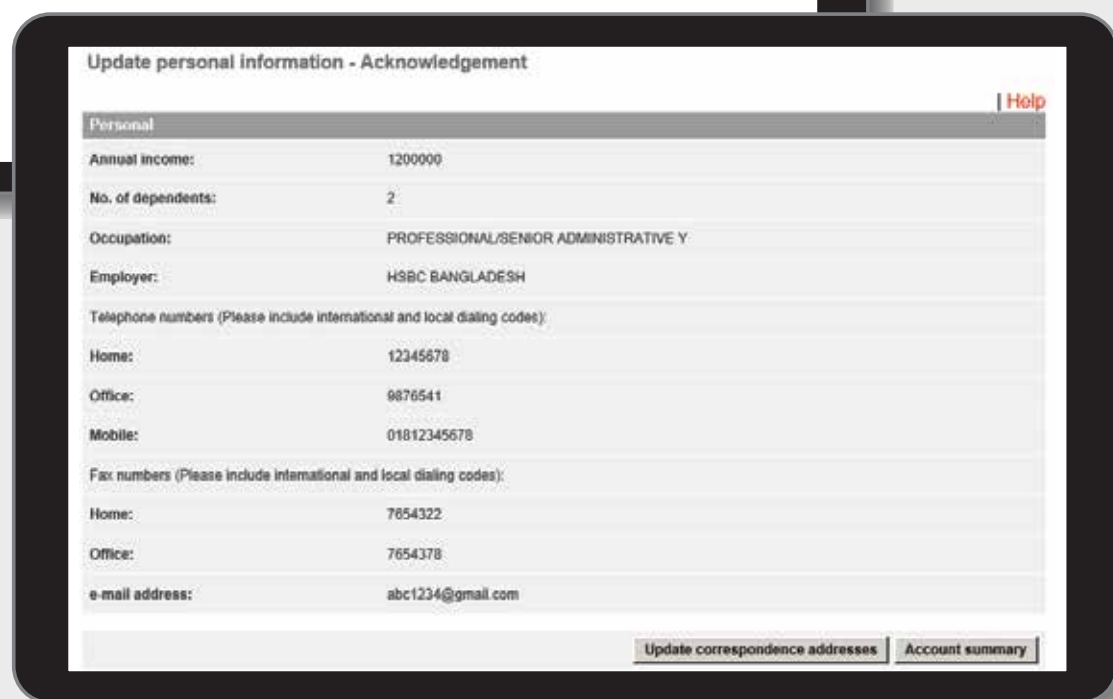
Update personal information Step 3

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



The screen displays a 'Security code verification' window. It includes a 'Help' link in the top right corner. Below the title, there is a prompt: 'Please enter your security code from the security token'. A text input field labeled 'Enter security code:' is provided. To the right of the input field is an image of an HSBC security token. Below the input field, there are two buttons: 'Confirm' and 'Cancel'. A red arrow points from the 'Confirm' button to the right, towards the explanatory text.

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



The screen displays an 'Update personal information - Acknowledgement' window. It includes a 'Help' link in the top right corner. Below the title, there is a table with personal information. At the bottom of the table, there are two buttons: 'Update correspondence addresses' and 'Account summary'.

Personal	
Annual income:	1200000
No. of dependents:	2
Occupation:	PROFESSIONAL/SENIOR ADMINISTRATIVE Y
Employer:	HSBC BANGLADESH
Telephone numbers (Please include international and local dialing codes):	
Home:	12345678
Office:	9876541
Mobile:	01812345678
Fax numbers (Please include international and local dialing codes):	
Home:	7654322
Office:	7654378
e-mail address:	abc1234@gmail.com

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
You have 33 new messages
Print
Help

Issue replacement PIN

Details

ATM card number: Select Number

Report lost / stolen ATM card

Request

Update personal information
Request Replacement PIN
Stop cheque
Order cheque book
Select accounts
Rename accounts
Reduce internet

GBP Issue number: 1
BDT Issue number: 1
BDT Issue number: 1
USD Issue number: 1
USD Issue number: 2
BDT Issue number: 2

Select your desired card number from the drop-down list



Click 'Request'

Issue replacement PIN - Review details

Details

ATM card number: 0000000000000000 BDT

Issue number: 1

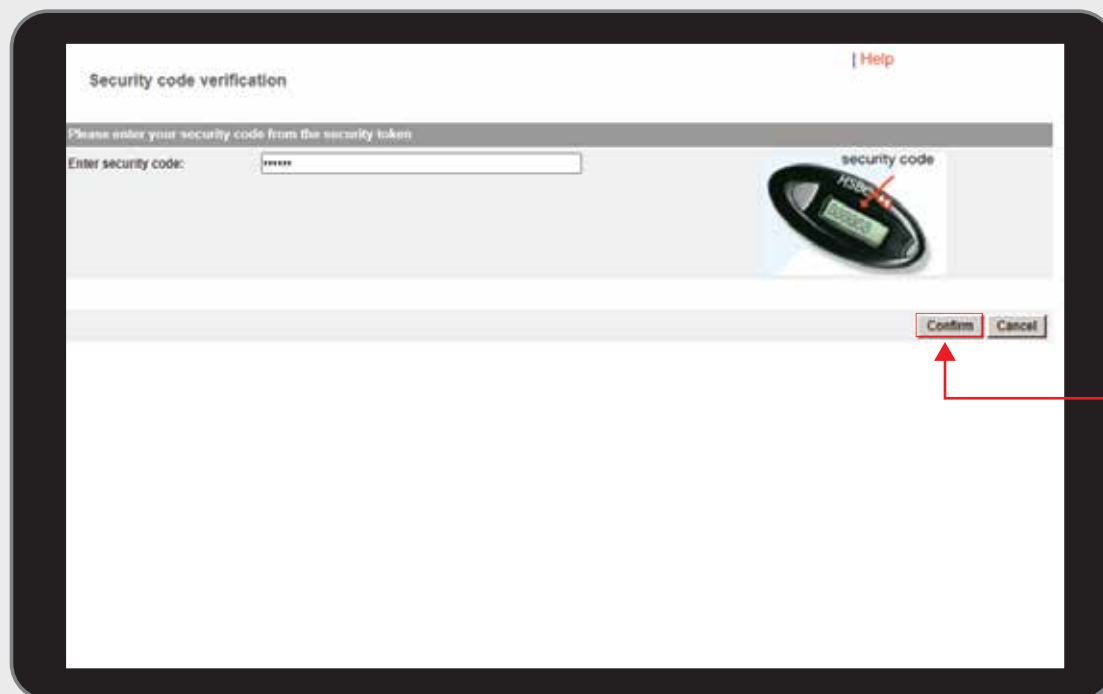
Confirm Change Cancel



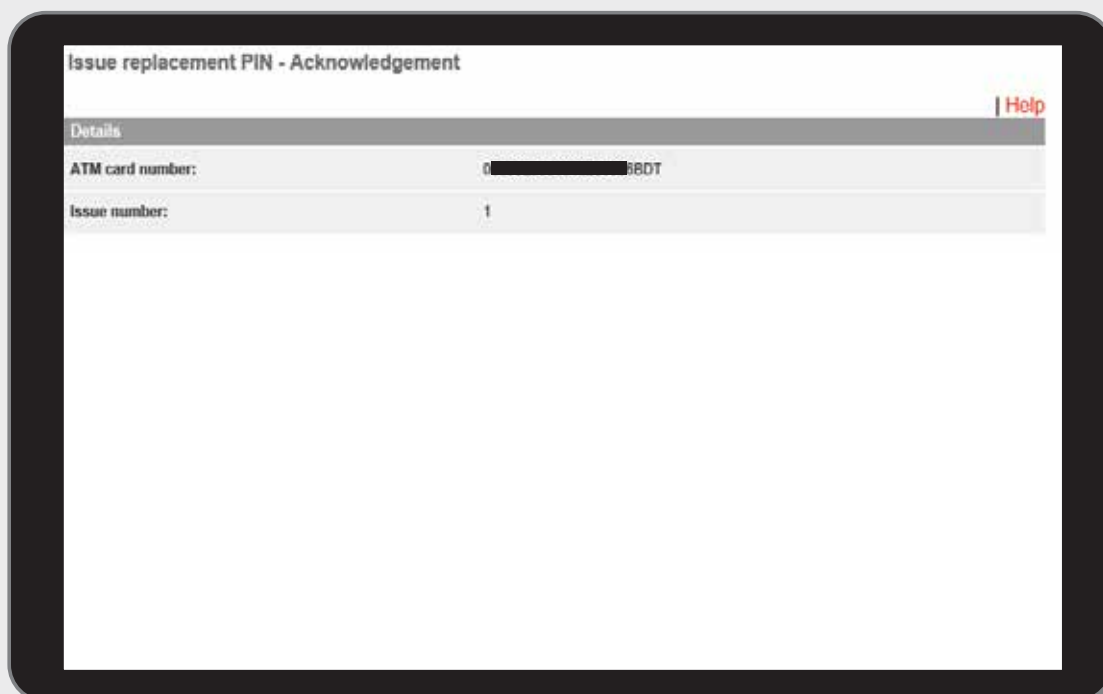
Click 'Confirm' after review

Request Replacement PIN Step 2

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



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



Finally, an Acknowledgement window will appear for your reference.

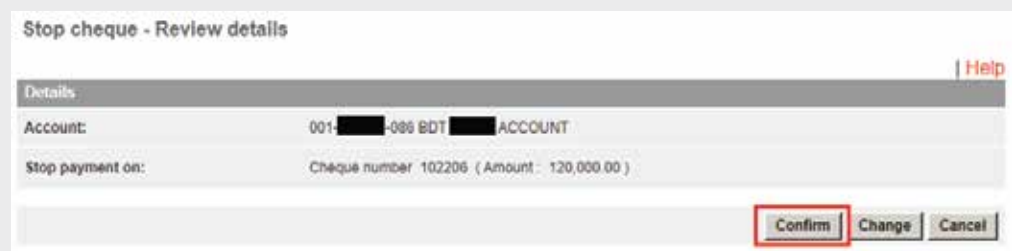
Stop cheque

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

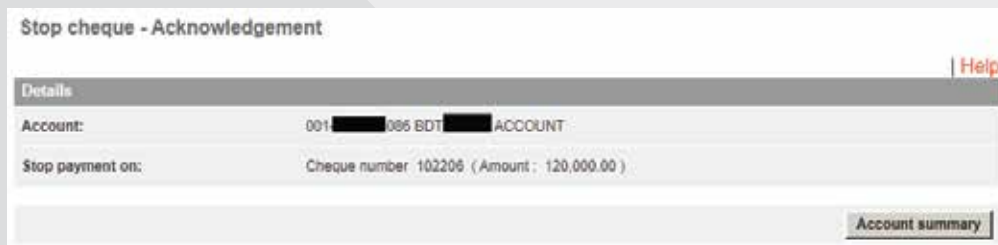
Allows customer to stop a specific cheque or a series of cheques on the accounts listed. The system would only allow 'stop cheque' by cheque number or cheque amount with a cheque number.



The screenshot shows the 'Stop cheque' form. A red box highlights the 'Account' dropdown menu, with an arrow pointing to it and the text 'Select your desired account number from the drop-down list'. Another red box highlights the 'Cheque number' input field, with an arrow pointing to it and the text 'Enter a specific cheque number and cheque amount'. A third red box highlights the 'Stop' button, with an arrow pointing to it and the text 'Click \'Stop\''. The form includes fields for 'Account', 'Cheque number', 'Amount', and 'Cheque number range'. The 'Cheque number' field contains '102206' and the 'Amount' field contains '120000'. The 'Stop payment on:' section has radio buttons for 'Cheque number' and 'Cheque number range'. The 'Cheque number' option is selected. The 'Stop' button is located at the bottom right of the form.



The screenshot shows the 'Stop cheque - Review details' form. It displays the account details and the stop payment information. The 'Account' field shows '001-086 BDT ACCOUNT'. The 'Stop payment on:' field shows 'Cheque number 102206 (Amount : 120,000.00)'. At the bottom right, there are three buttons: 'Confirm', 'Change', and 'Cancel'. The 'Confirm' button is highlighted with a red box.



The screenshot shows the 'Stop cheque - Acknowledgement' form. It displays the account details and the stop payment information. The 'Account' field shows '001-086 BDT ACCOUNT'. The 'Stop payment on:' field shows 'Cheque number 102206 (Amount : 120,000.00)'. At the bottom right, there is a button labeled 'Account summary'.

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.

The screenshot shows the 'Order cheque book' form. On the left, a sidebar menu lists various services, with 'Order cheque book' highlighted in red. The main form area has a title 'Order cheque book' and a 'Help' link. A red banner message states: 'For SELECT customers, 25/50 leaves BDT cheque book has been discontinued. Only 10 leaves BDT cheque book will be issued for the Select customers. Charge (if applicable) will be collected at month-end.' Below this, the 'Details' section contains several fields: 'Account:' with a dropdown menu showing '001 [redacted] 001 BDT SAVINGS A/C RES' and '001 [redacted] BDT SAVINGS A/C RESIDENT'; 'Number of cheque books to order:' with a text input field containing '1'; 'Type of cheque books:' with a dropdown menu showing '10 Page'; and 'Delivery method:' with radio buttons for 'Mail to my address' (selected) and 'Collect at branch'. An 'Order' button is located at the bottom right of the form.

Customers are able to order a cheque book(s) for their cheque book accounts.

Select the relevant cheque book account and the number of cheque book(s) required and the cheque book type.



c. Click 'Order'

The screenshot shows the 'Order cheque book - Review details' page. It displays the same information as the previous form: 'Account: 001 [redacted] 001 BDT SAVINGS A/C RESIDENT', 'Number of cheque books to order: 1', 'Type of cheque books: 10 Page', and 'Delivery method: Mail to my address'. At the bottom, there are three buttons: 'Confirm' (highlighted with a red box), 'Change', and 'Cancel'. A hand cursor icon is pointing at the 'Confirm' button.

Click 'Confirm' after review



Order cheque book 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 request.



Order cheque book - Acknowledgement

Help

Details

Account:	001 001 BDT SAVINGS A/C RESIDENT
Number of cheque books to order:	1
Type of cheque books:	10 Page
Delivery method:	Mail to my address

Account summary

Finally, an Acknowledgement window will appear for your reference.

Select accounts Step 1

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

Account number	Type	Ccy	Selection
001 001	SAVINGS A/C RESIDENT	BDT	<input checked="" type="checkbox"/>
005 031	SAVINGS A/C RESIDENT	GBP	<input checked="" type="checkbox"/>
001 580	SAVINGS EXTRA	BDT	<input checked="" type="checkbox"/>

Contact us to add any accounts not displayed in the list.

Select

The customer has the option to either select (if an account was de-selected at registration) or deselect accounts that can be viewed on PIB.

Click 'Select'

Account number	Type	Ccy	Selection
001 001	SAVINGS A/C RESIDENT	BDT	<input checked="" type="checkbox"/>
005 031	SAVINGS A/C RESIDENT	GBP	<input checked="" type="checkbox"/>
001 580	SAVINGS EXTRA	BDT	<input checked="" type="checkbox"/>

Accounts not selected

Account number Type Ccy

All accounts are selected.

Confirm Change Cancel

Click 'Confirm' after review

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.

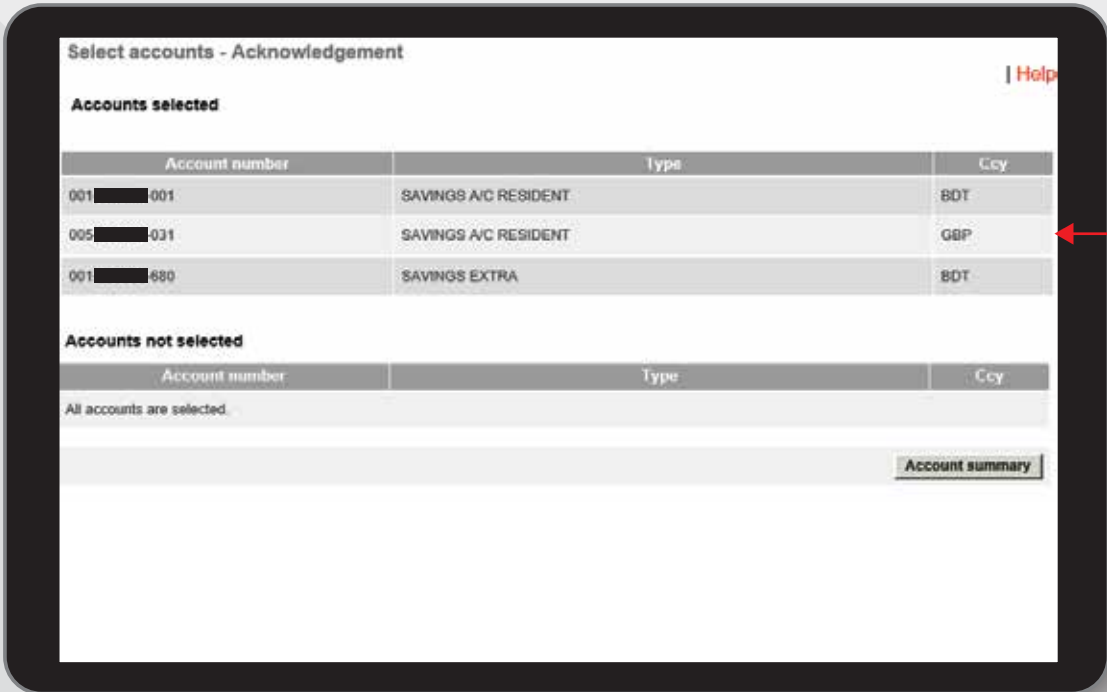
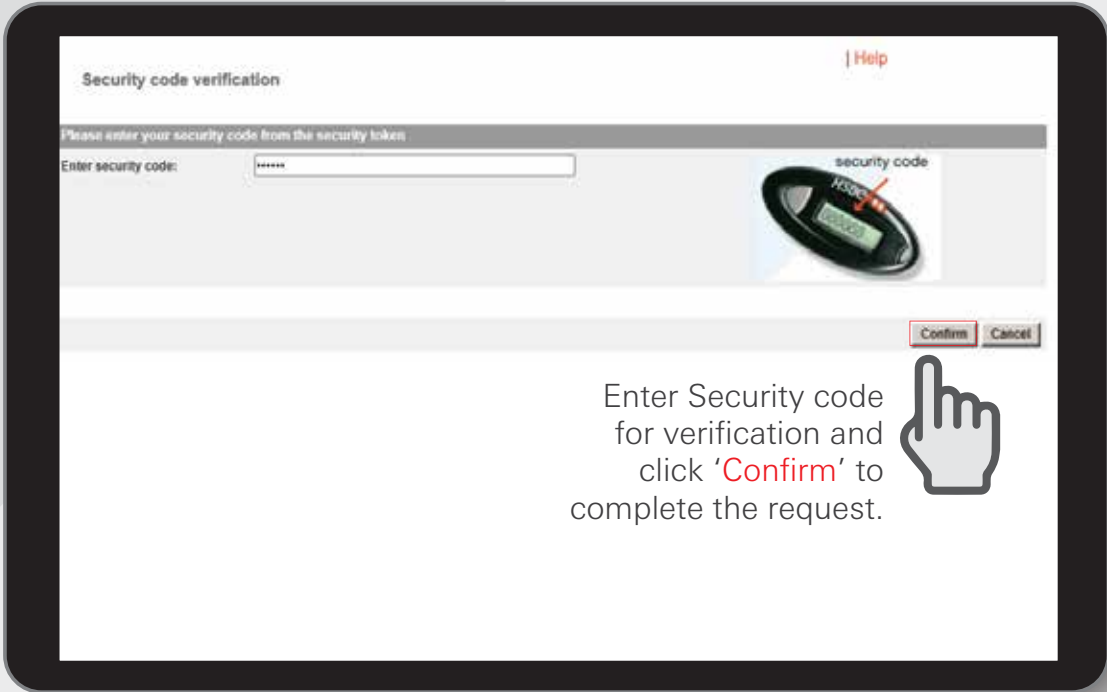
Step 2: Click "Send Message" and choose "General enquiries" as message subject.

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.

Select accounts Step 2

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

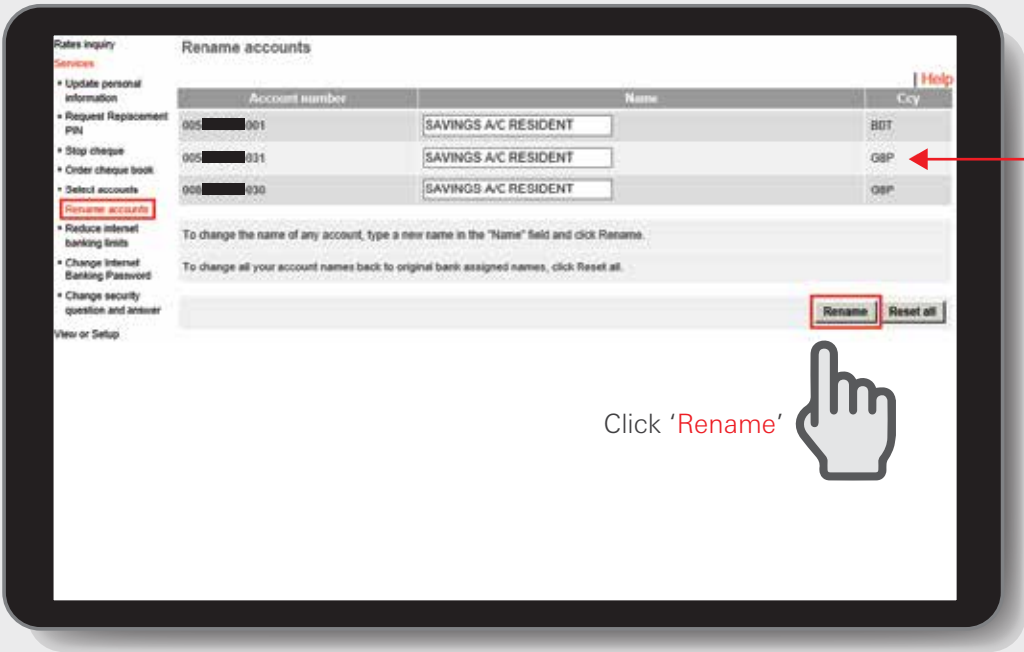


Finally, an Acknowledgement window will appear for your reference.

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.



Select your desired account number from the drop-down list

Once you have renamed a particular account, the new name will appear as the Account Name in HSBC Personal Internet Banking (PIB). This feature only changes the account name in your Internet Banking profile and enables you to distinguish your different accounts of same type.



Click 'Confirm' after review

Finally, an Acknowledgement window will appear for your reference.

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.

Transaction category	Maximum daily limit (BDT)	Your daily limit (BDT)
Own account transfer	2,000,000.00	<input type="text" value="2,000,000.00"/>
Bill payment	500,000.00	<input type="text" value="500,000.00"/>
Transfer to pre-designated payee	500,000.00	<input type="text" value="500,000.00"/>
Transfer to non-designated payee	500,000.00	<input type="text" value="500,000.00"/>
Combined phone banking and internet banking for transfer to non-designated payee	1,000,000.00	

Update

The customer may only decrease (or zero) their limits on the following transaction categories:
Own account transfer
Bill payment
Pre-Designated transfer
Non-Designated transfer

Enter your preferred daily limit for each category of transaction.

Click 'Update'

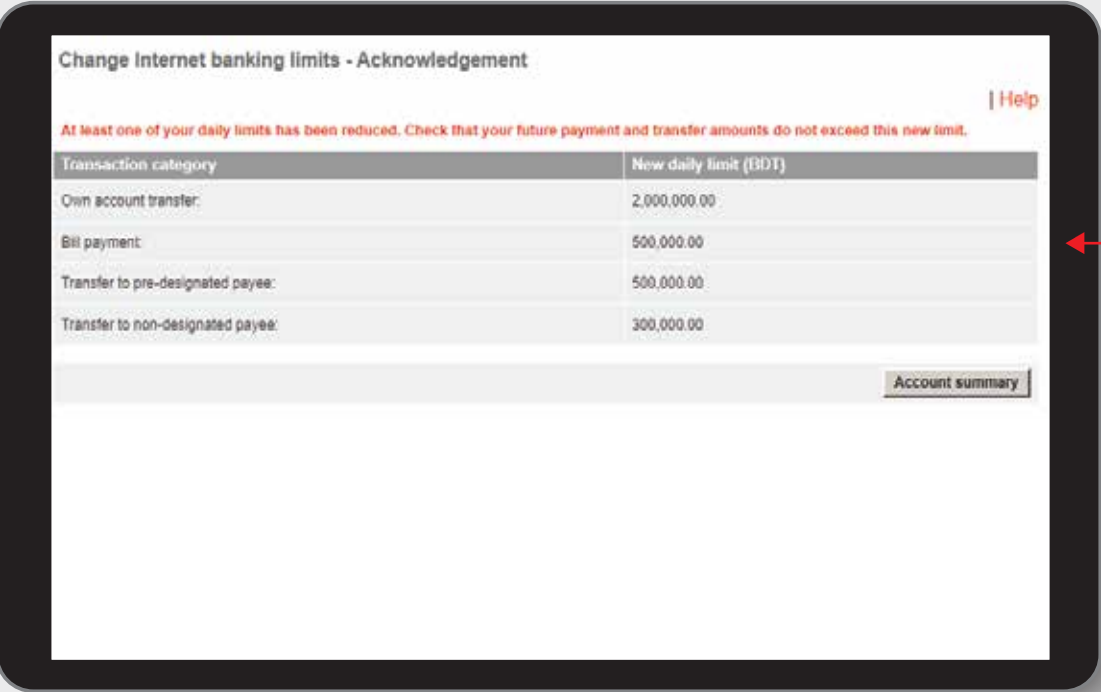
Transfer to non-designated payee:	500,000.00	<input type="text" value="300000"/>
-----------------------------------	------------	-------------------------------------

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.



Finally, an Acknowledgement window will appear for your reference.

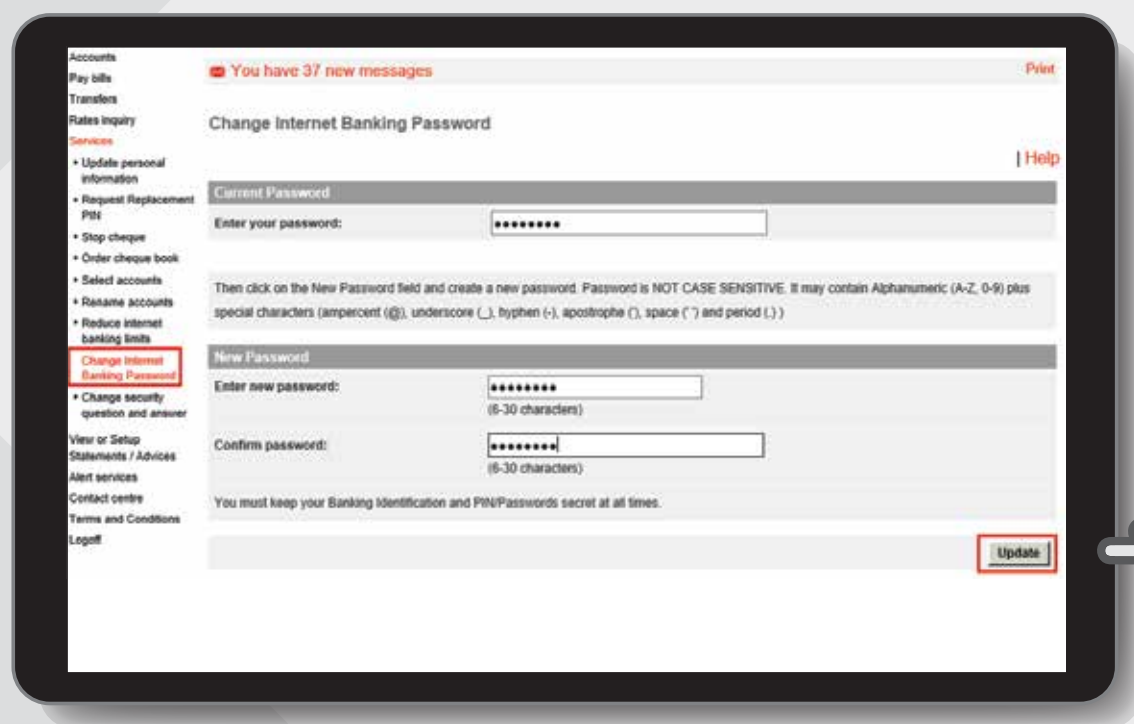
Change Internet Banking Password

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.



Click 'Update'

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).

Services

- Update personal information
- Request Replacement PIB
- Stop cheque
- Order cheque book
- Select accounts
- Rename accounts
- Reduce internet banking limits
- Change internet Banking Password
- Change security question and answer**

View or Setup Statements / Advice

Alert services

Contact centre

Terms and Conditions

Logout

Change security question and answer

Current Password

Enter your password: [password field]

Change Security Question And Answer

You will be required to enter two pairs of "Security Question and Answer" to reset either your password or Memorable Questions/Answer online. Choose Security Questions from the list below and complete the answer (3 to 30 characters) to your selected questions.

Security question 1: [What is your favourite food?]

Security answer 1: [password field] (3-30 characters)

Confirm security answer 1: [password field] (3-30 characters)

Security question 2: [What is your favorite sport?]

Security answer 2: [password field] (3-30 characters)

Confirm security answer 2: [password field] (3-30 characters)

Security Answers are NOT CASE SENSITIVE. They may contain Alphanumeric (A-Z, 0-9) plus special characters (@, underscore (_), hyphen (-), apostrophe ('), space () and period (.)

In order for us to verify your identity during online reset of your Memorable Question/Answer or password, you will need your Security Question/Answer.

[Update]

Select security question 1 from the drop-down list. Enter & re-enter your Security answer 1.

In what city were you born?
What is your Favourite Colour?
What is your favourite food?
What is your favourite subject at school?
What is your oldest siblings first name?
What was the name of your best friend at school?
Who is your favourite writer?

Select security question 2 from the drop-down list. Enter & re-enter your Security answer 2.

Name the most unforgettable teacher from your school days?
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 flower or plant?
Which is your favourite movie?

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

e-Statement

- Click on the appropriate statement date to proceed with downloading the e-Statement to your computer.
- Another window will open to request where you would like your account statement to be stored.
- To view the statement, you need to have Adobe Acrobat Reader 4.0 or higher installed on your computer. If you do not have this, download it free from www.adobe.com.

Statement date	Account number	Details
October 18, 2021	001 [REDACTED] 026	DEMAND DEPOSITS Statement
October 18, 2021	001 [REDACTED] 027	DEMAND DEPOSITS Statement
October 18, 2021	001 [REDACTED] 035	DEMAND DEPOSITS Statement
September 16, 2021	001 [REDACTED] 026	DEMAND DEPOSITS Statement
September 16, 2021	001 [REDACTED] 027	DEMAND DEPOSITS Statement
September 16, 2021	001 [REDACTED] 035	DEMAND DEPOSITS Statement
August 18, 2021	001 [REDACTED] 026	DEMAND DEPOSITS Statement
August 18, 2021	001 [REDACTED] 027	DEMAND DEPOSITS Statement
August 18, 2021	001 [REDACTED] 035	DEMAND DEPOSITS Statement
July 18, 2021	001 [REDACTED] 026	DEMAND DEPOSITS Statement

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.

e-Statement / e-Advice request [Help](#)

Statement delivery

Select which form of statements you wish to receive:

☒ **e-Statements only** - You will now receive all your account statements electronically through Internet Banking. Your paper statements will cease to be sent to you.

- e-Statements will be sent with the same frequency as your paper statements.
- e-Statements ready for downloading will be listed in the e-Statement screen.

e-Advice

Select which form of advices you wish to receive:

☒ **e-Advices only** - You will now receive all your advices electronically through Internet Banking. Your paper advices will cease to be sent to you.

- e-Advices ready for viewing will be listed in the Message Center.

Paper Statements/Advice Request

If you want to receive a particular statements/advice by post or wish to change back to paper statement, you can make your request separately by sending us a message under "Contact Center". Alternatively, you can call HSBC Internet Banking Hotline: Within Bangladesh: 16240. From Overseas: +88 086127 16240.

Email address

If selected, e-advice notifications will be sent to your internet email address. Please check the email address shown below and update it if appropriate. Your new email address will also be updated to your Personal Information.

It will be sent to the following email address:

Please note that your email address will be used for all e-notifications you select through internet banking. Please note that your Personal Details will also be amended to reflect your new email address.

[Request](#) [Cancel](#)

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 can be requested before they are due. Your interim statement will be sent to you electronically as an e-Statement.

All eStatements generated will be available under the eStatement option on the left-hand navigation.

Accounts
Pay bills
Transfers
Rates inquiry
Services
View or Setup
Statements / Advices
• e-Statement
• e-Statement /
e-Advice request
**Interim statement
request**
Alert services
Contact centre
Terms and Conditions
Logout

You have 33 new messages

Interim statement request

Details

Account: 001 [REDACTED] 011 BDT CURRENT A/C RES

001 [REDACTED] 011 BDT CURRENT A/C RESIDENT

Delivery method:

Your interim statement will be sent to you electronically. If you want to receive the statement by mail, please go to e-Statement / e-Advice request to change to receive paper statement.

Request



a. Click 'Request'

b. A window will appear to review account selection and delivery method. If change required, press 'Change', if OK, press 'Confirm' otherwise press Cancel.

Interim statement request - Review details

Details

Account: 001 [REDACTED] 011 BDT CURRENT A/C RESIDENT

Delivery method:

Statements to be delivered by: Internet banking

Confirm Change Cancel

Interim statement request - Acknowledgement

Details

Account: 001 [REDACTED] 011 BDT CURRENT A/C RESIDENT

Delivery method:

Statements to be delivered by: Internet banking

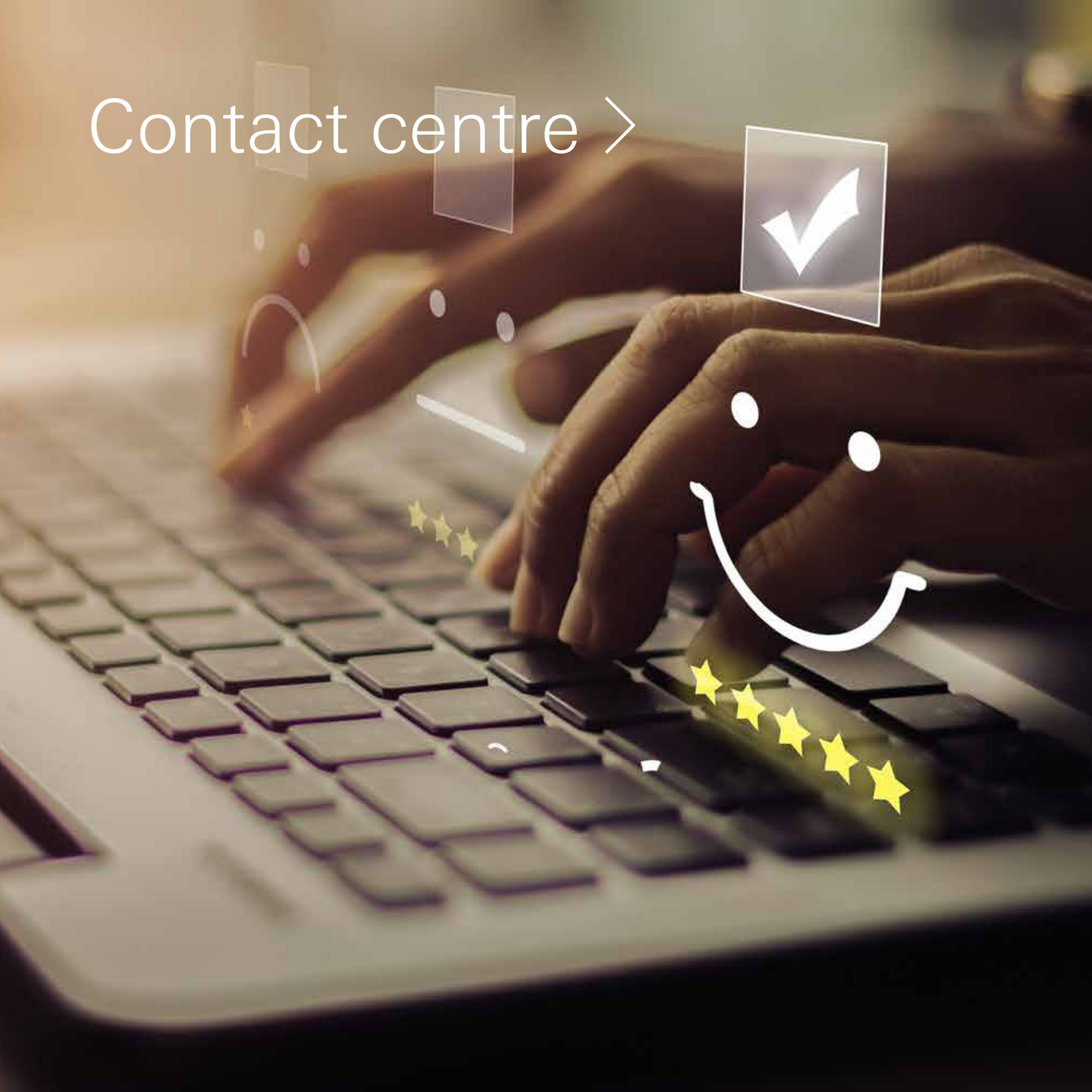
Transaction reference

Number: 157995X48

Account summary

c. An Acknowledgement page confirms the request.

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-advice.
- 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.



- * 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.

a. Select the desired service as the subject from the drop-down list

b. Type message in box provided (maximum 3000 characters)

c. Click 'Send'

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

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

Accounts
Pay bills
Transfers
Rates inquiry
Services
View or Setup
Statements / Advices
Alert services
Contact centre
 Read message
 Send message
 Request brochure
 Request contact
 Contact us
Terms and Conditions
Log off

You have 28 new messages [Print](#)

Request brochure [Help](#)

Details

Product type: Loans: Personal Instalment Loan

Loans: Personal Instalment Loan

Additional information: What documents do I need when I apply for a loan?
(maximum 120 characters)

Send to

Address: LEVEL-6,108 BIR UTTAM C R DUTTA
ROAD,DHAKA-1205
BANGLADESH

Postcode: 1205

[Request](#)

Click 'Request'



Request brochure - Acknowledgement [Help](#)

Details

Product type: Loans: Personal Instalment Loan

Additional information: What documents do I need when I apply for a loan?

Send to

Address: LEVEL-6,108 BIR UTTAM C R DUTTA
ROAD,DHAKA-1205
BANGLADESH

Postcode: 1205

[Account summary](#)

Finally, an Acknowledgement window will appear for your reference.

Request brochure - Review details [Help](#)

Details

Product type: Loans: Personal Instalment Loan

Additional information: What documents do I need when I apply for a loan?

Send to

Address: LEVEL-6,108 BIR UTTAM C R DUTTA
ROAD,DHAKA-1205
BANGLADESH

Postcode: 1205

[Confirm](#) [Change](#) [Cancel](#)

Click 'Confirm' after review



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
View or Setup
Statements / Advices
Alert services
Contact centre
 Read message
 Send message
 Request brochure
 Request contact
 Contact us
Terms and Conditions
Logoff

Details [Help](#)

Product type: Loans: Personal Secured Loan

Loans: Personal Secured Loan

Additional information: How much loan should a person take from HSBC?

(maximum 180 characters)

Contact

Time: Morning

Contact: If different, please enter below.

Home: 12345678

Work: 9876541

Mobile: 01812345678

Email: abc1234@gmail.com

Request

Click 'Request'



Request contact - Acknowledgement [Help](#)

Details

Product type: Loans: Personal Secured Loan

Additional information: How much loan should a person take from HSBC?

Contact

Location: Mobile Time: Morning

Contact: 01812345678

Account summary

Finally, an Acknowledgement window will appear for your reference.

Request contact - Review details [Help](#)

Details

Product type: Loans: Personal Secured Loan

Additional information: How much loan should a person take from HSBC?

Contact

Location: Mobile Time: Morning

Contact: 01812345678

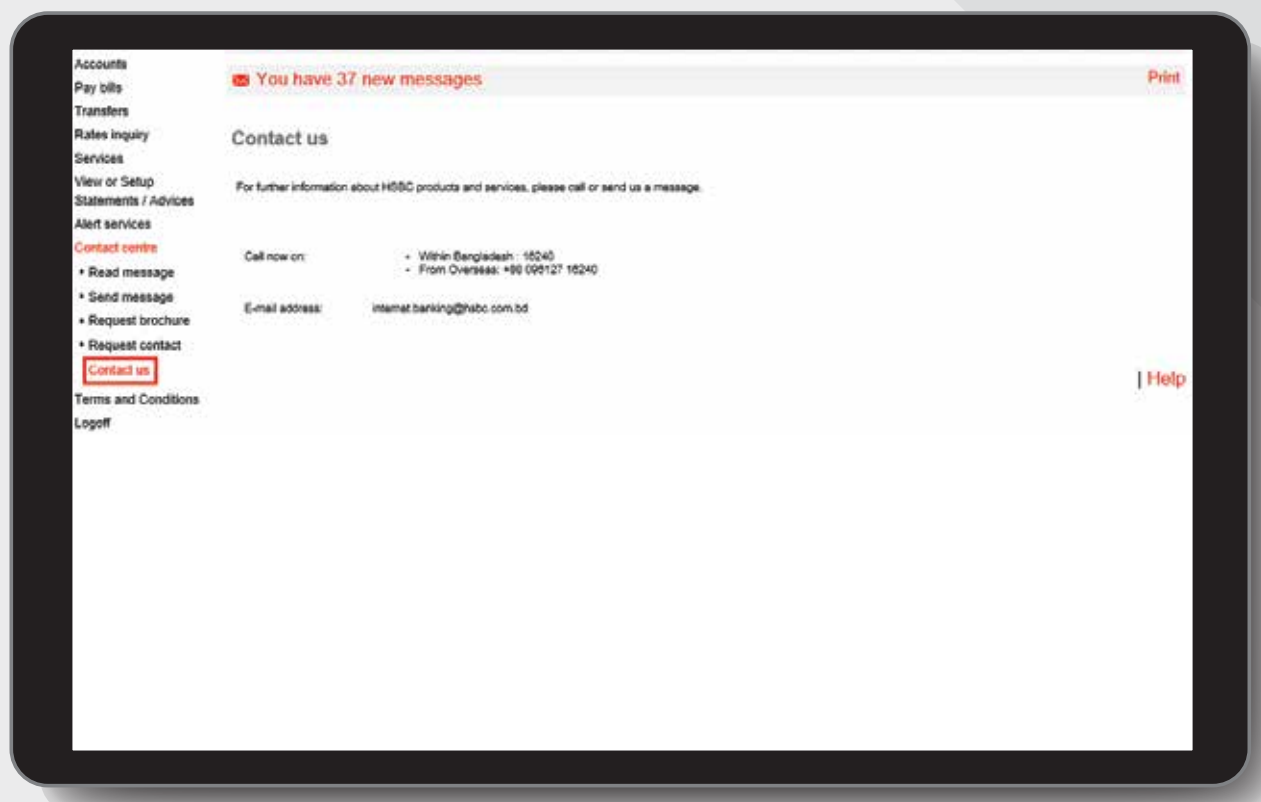
Confirm **Change** **Cancel**

Click 'Confirm' after review



Contact us

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



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.

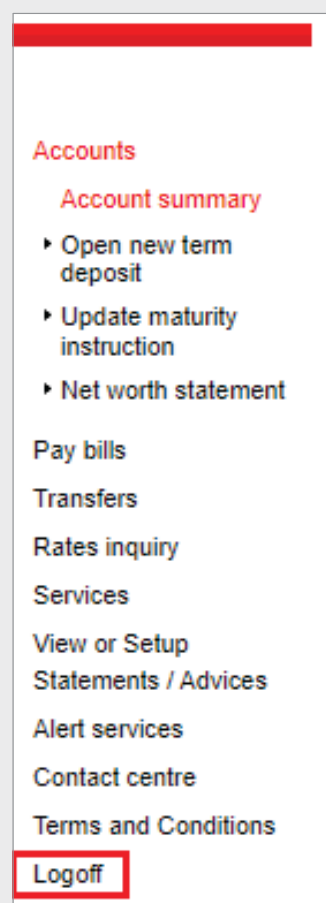
Option 1:

Logoff from right hand side of the page header



Option 2:

Logoff from left hand-side panel





HSBC

| Opening up a world of opportunity