

# Frequently Asked Questions (FAQs)



## FAQs – Mobile Banking App

### 1. How do I set up my mobile banking access?

Search for 'HSBC Bangladesh' application from the App Store or Google Play store and follow the on-screen instructions to register.

### 2. What is required to use the HSBC Bangladesh Mobile Banking application?

To use the HSBC Bangladesh Mobile Banking App, a customer must have an active Personal Internet Banking (PIB) profile, alongside a hard token security device.

### 3. What mobile devices and operating system (OS) does HSBC Bangladesh Mobile Banking App support?

- ▶ iPhone & iPad with iOS version 14.0 or above
- ▶ Mobile handsets with Android OS version 8.0 or above
- ▶ Android tablets with Android OS version 8.0 or above and a display screen size of 7" or larger
- ▶ The app is not supported on jailbroken or rooted devices

### 4. Which HSBC banking services are available using mobile banking?

The following services are available through HSBC Bangladesh Mobile Banking:

- ▶ View your CASA, TD & Loan balances and details
- ▶ View your previous transaction details (up to 6 months)
- ▶ Transfer money (BDT) between local HSBC accounts and to other local bank accounts
- ▶ Send and receive messages (online service) from HSBC



- Manage your profile -Device management, enable biometric and change PIN

## **5. What happens to my banking session if I answer a call or SMS while using mobile banking? What if my phone locks from inactivity?**

If a device supports multitasking (running multiple applications at one time), your banking session may stay logged in. On some devices, however, mobile banking may time out. If you were in the middle of a transaction, please verify if your transaction was completed through the transaction history.

## **6. What can I do if I lose my mobile phone?**

If you lose your mobile phone with the HSBC Bangladesh Mobile Banking App installed on it, contact our 24/7 call center at 16240 or +8809666716240 to remove access.

## **7. Can I use the Mobile App on more than 1 device?**

No, your HSBC Bangladesh Mobile Banking App can only be registered on 1 device at a time. To use the app on a different device, first un-tag the application from your initial mobile device and go through the registration process described in Step 1 to use on your new device.

## **8. Can I use my HSBC Bangladesh Mobile Banking App from abroad?**

You can use the HSBC Bangladesh Mobile Banking App from outside of Bangladesh, except sanctioned countries & regions.

## **9. Can I view/download a statement from the app?**

No. To view or generate a statement, please visit our Personal Internet Banking portal on our website. However, you can place a request for your personal statement through the mobile app.



## **10. How can I login to my device if I forget my PIN?**

If you have forgotten your PIN, select the 'Forgot PIN' option at the login screen. You will be prompted to input the code from your Hard Token device. After inputting the hard token code correctly, you will be prompted to set your new PIN.

## **11. Can I reset my existing PIN?**

If you remember your existing 6-digit PIN, you can reset the PIN under the 'Security' section of the mobile application.

## **12. Are my existing beneficiaries available on the mobile app?**

Beneficiaries already added through Personal Internet Banking are available on HSBC Bangladesh Mobile Banking App.

## **13. Are joint account holders allowed to use the Mobile applications separately?**

Joint account holders are only allowed to opt for Personal Internet Banking if the account mandate is 'Any or Survivor'. However, please note that the mobile banking application can only be set up against one internet banking profile. In that case, each account holder will have to set up their internet banking profile independently.

## **14. Can I update my personal information (such as address, contact number, email address etc.)**

No. Personal contact details such as mobile number and email address cannot be changed through the Mobile app. Customer needs to login to Personal Internet Banking (PIB) to amend the mobile number and email address.

## **15. Can i perform fund transfer via NPSB channel?**

No. Transfer through NPSB channel is not available. However, similar to Personal Internet Banking, customer can transfer via RTGS channel for



transactions above BDT 1 Lac or through BEFTN for amounts below BDT 1 Lac.

### **16. What is the daily transfer limit through HSBC Bangladesh Mobile Banking App?**

HSBC to HSBC (Self) - 20 Lac

HSBC - HSBC (Other) - 5 Lac

HSBC - Other Bank - 5 Lac

### **17. Apart from transactional services, what other ancillary services can we avail from the HSBC Bangladesh Mobile Banking app?**

Request / Service getting option through call center such as:

- 1.General enquiries
2. Prepositive pay confirmation
- 3.e-Statement to email
- 4.Signed paper statement from Branch
5. Loan closing certificate to email
6. Signed loan closing certificate from Branch
- 7.Loan Tax certificate to email
8. Signed loan tax certificate from Branch
9. Bank solvency certificate to email
10. Signed bank solvency certificate from Branch
11. Replace Debit Card request
12. Report ATM/Debit Card lost
13. Activate ATM/Debit Card



- 14. Reset Online Banking limit
- 15. BEFTN Registration
- 16. Transaction notification via SMS enrollment
- 17. Cancellation of transaction notification via SMS

### **18. Can I exit mobile banking by closing the app or switching off my mobile phone?**

Closing the app or switching off your mobile phone may not close the HSBC Bangladesh Mobile Banking session properly. We strongly recommend you click on 'Logout' to properly close your mobile banking session.

### **19. Is it safe to use my mobile for banking?**

Mobile banking is as safe as accessing online banking through a computer and it implements the same security measures as online banking.

#### **They are:**

**Encryption:** Secure Sockets Layer (SSL) Encryption technology is used within your mobile banking session to encrypt your personal information. At HSBC, we use 128-bit SSL Encryption, which is accepted as the industry standard level.

**Session time-out:** If you forget to log off, or your mobile remains inactive for a period during a session, then our system automatically logs you out after 15 minutes of inactivity.

Your money is protected as long as you observe HSBC's Online Banking terms and conditions, including maintaining the security of your access codes and passwords.





**HSBC BD**  
Mobile Banking App