

Your guide to the HSBC Security Device





Welcome to the next step in the evolution of online security

Protecting your money and personal information is our top priority. The HSBC Security Device provides an extra level of protection for your online personal information and certain types of transactions. It's easy to use and will keep your money even safer while meeting your evolving online banking needs. HSBC is one of the first major banks in the U.S. to bring you this enhanced level of security.

Follow the instructions inside to activate and begin using your new HSBC Security Device today. For Frequently Asked Questions and additional information about your HSBC Security Device, visit us.hsbc.com/securitydevice.

Activating your HSBC Security Device

Log on to HSBC Personal Internet Banking as you normally would and follow the 3 steps below to activate your HSBC Security Device.

Step 1

Enter the activation code received via email as per the instructions on the screen.

Step 2



Enter the 10-digit serial number found on the back of your HSBC Security Device on the Personal Internet Banking screen as per the instructions.

Step 3

Create your HSBC Security Device Personal Identification Number (PIN).



- a. Press and hold the  button for 2 seconds to turn on your HSBC Security Device.



- b. When prompted with “NEW PIN” on the screen, create and enter a new Personal Identification Number between 4-8 digits on your device, then press the  button.

Note: You will have 5 seconds to start typing in your PIN. If you do not begin typing your pin within 5 seconds you must repeat Step 3a.

Please note: only strong PINs will be accepted by your HSBC Security Device. Weak PINs with consecutive (1234) or repetitive (1111) numbers will not be accepted.

Remember your PIN and do not disclose it to anyone.

Note: You will need this PIN each time you need to generate a Security Code using the HSBC Security Device.



PIN CONFIRMATION:

- c. The words "NEW PIN CONF" will appear on the screen of your HSBC Security Device. Confirm your PIN by re-entering it into your HSBC Security Device. Once your PIN is confirmed, the word "HSBC" will display on the screen.

Step 4

Generate a Security Code.



With your Security Device turned on and "HSBC" displayed on the screen, press the  button to generate a Security Code.

Congratulations, you have now successfully activated your HSBC Security Device and it is ready to use.

If you make an error entering your PIN, you can use the  button to delete the digit(s) you entered. You can also wait for your device to turn off and then restart the activation process.

The HSBC Security Device does not have an "off" button. After 30 seconds of inactivity, the device will automatically turn off.

Logging on to HSBC Personal Internet Banking with your HSBC Security Device

Once your HSBC Security Device is activated, you should use it each time you log on to HSBC Personal Internet Banking.

Log on to HSBC Personal Internet Banking as you normally would and follow the on-screen instructions to generate a Security Code that will be entered into Personal Internet Banking.

Step 1



Press and hold the  button for 2 seconds to turn on your HSBC Security Device. Once it is on, the screen will display the word

“PIN” in the top right corner. Enter the HSBC Security Device PIN you selected on your device.

Step 2



If an incorrect PIN has been entered, a “FAIL 001” error code will appear on the screen. Each time you attempt to enter an incorrect PIN, an error code will appear on screen as “FAIL 002, FAIL 003” etc. On entering the correct PIN “HSBC” will display on the screen.



Once “HSBC” is displayed, press the  button again. This will generate a 6-digit Security Code.

Step 3

Enter the 6-digit code shown on your HSBC Security Device into the “Security Code” field on the Personal Internet Banking page and click “Continue.”

Congratulations, you are now logged on to your Account Summary page of HSBC Personal Internet Banking with access to full internet banking.

Using your HSBC Security Device to authorize transactions

Certain transactions warrant a higher level of security such as adding a new payee. To complete such transactions, you will need to log on to Personal Internet Banking using your Security Code and authorize the transaction by generating a second unique code called a “Transaction Signing Code.” This code will verify the authenticity of the new payee and prevent any unauthorized user from changing where your money should be sent to.

To authorize certain transactions such as adding or modifying a payee, log on to Personal Internet Banking and follow the on-screen instructions.

Step 1



Enter your PIN:

- Press and hold the bottom right  button for 2 seconds
- Enter your HSBC Security Device PIN
- Press the bottom left  button and a dash will appear on display (Note: this is a different button than the one you use to log on to PIB with your HSBC Security Device.)

Step 2



Enter the information as requested on the Personal Internet Banking screen.

- Press the bottom left  button again to generate a Transaction Signing Code

Step 3



Enter the Transaction Signing Code within the Personal Internet Banking screen where indicated and then click on an option to proceed.

Hints and tips

- The keypad consists of buttons 0 through 9. This matches the standard telephone layout design
- The  button is colored green and can be found at the bottom right hand corner of the keypad



You're on your way to an even more secure online banking experience

Your HSBC Security Device is a great way to keep your money even safer in an ever-changing, digital world. Once you've activated and begun to use your HSBC Security Device, you can have the peace of mind that comes with knowing you have an even greater level of privacy and security for your online personal information and transactions.

Learn more

For more information about your HSBC Security Device, including Frequently Asked Questions and a Troubleshooting Guide, visit us.hsbc.com/securitydevice or contact us at 866.537.4722. If you are calling from outside the United States, please call us collect at 716.841.7172.