

Migration of ASTRO Bill Payment Service via HSBC Personal Internet Banking 'Pay a Bill' and Telebanking to JomPAY

Dear Valued Customer,

Effective 28 February 2017, kindly note that bill payments to ASTRO can no longer be performed via HSBC Personal Internet Banking 'Pay a Bill' and Telebanking.

Nevertheless, you may continue to pay ASTRO bills via **JomPAY** with just a few simple steps;

Step 1: Log on to HSBC Personal Internet Banking on www.hsbc.com.my.

Step 2: Select "Pay Bills".

Step 3: Select "Add a Bill with JomPAY".


Step 4: Key in the "Biller Code, Ref-1 and Ref-2 (if applicable)"




Note that this information can be found on your bill

Step 5: Proceed to generate a Transaction Signing Code with your Security Device.



Press and hold the  button to turn on your Security Device. Then enter your Security Device PIN.



Once you see the "HSBC" welcome screen, press and hold the  button for 2 seconds until a dash appears on the screen.



Key in the last 8 digits of the service/beneficiary account number, then press the yellow button again to generate your 6-digit Transaction Signing Code

Step 6: Enter your Transaction Signing Code on the website, click "Add" then "Confirm". You have now added a new payee with JomPAY.

Step 7: Select "Pay a bill with JomPAY" and select the payee that you have added from the dropdown list to make your bill payment with JomPAY!