

## Financial Payment Exchange (FPX): A new way to make payment

Date: 7 September 2018

Dear Valued Customers,

Effective 29 September 2018, you may make **online purchases of RM10,000.00 and below via FPX using HSBC Personal Banking with One-Time Password (OTP)**. This is to facilitate a better and faster online purchase experience for HSBC customers.

### What is FPX?

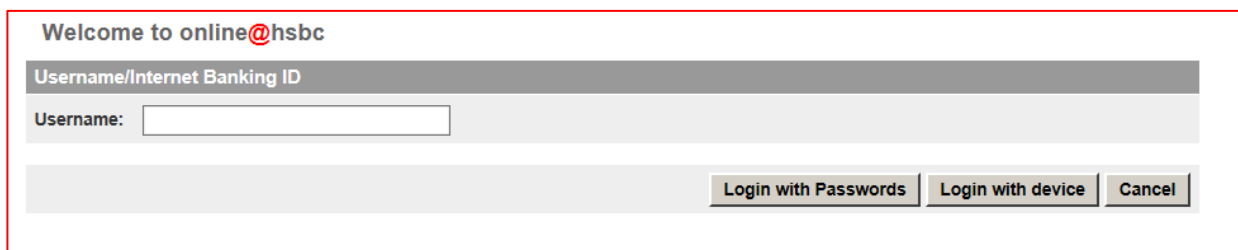
Financial Payment Exchange (FPX) is a secured and reliable online payment gateway that enables you to pay for your online purchases hassle free and in real-time.

You can make payments using your HSBC/ HSBC Amanah Current, Savings or Credit Card/-i account.

### How will the login page look like?

When you checkout at online merchant's page and select FPX as payment mode with HSBC/ HSBC Amanah as your preferred bank, you will be redirected to HSBC/HSBC Amanah Personal Internet Banking **Login Page**.

You are now given **two (2) login options\*** via HSBC Personal Internet Banking to complete the payment.



Welcome to online@hsbc

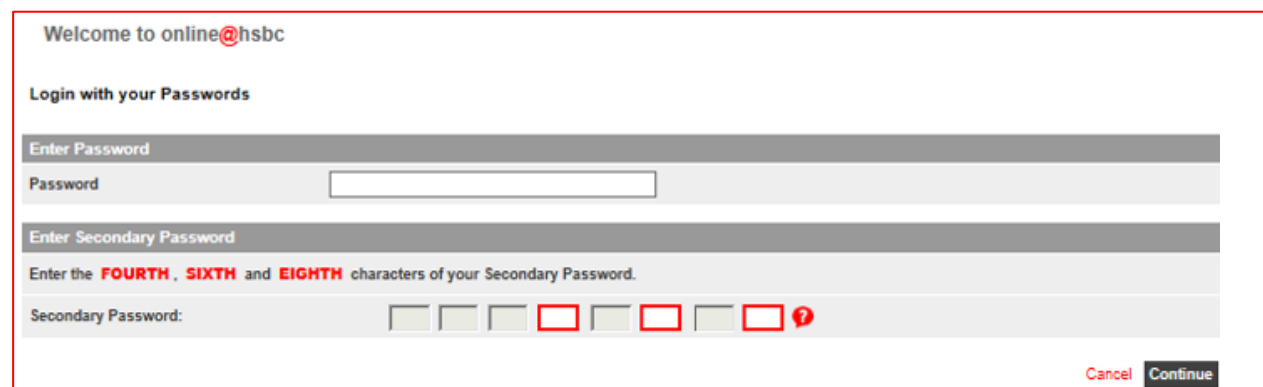
Username/Internet Banking ID

Username:

### Option 1: Login with Username & Secondary Password **\*NEW Method\***

This is a more convenient, easier and quicker way to login if you have already registered your Secondary Password on HSBC/ HSBC Amanah Personal Internet Banking.

Upon entering your username and selecting "Login with Passwords", you will be prompted to enter your primary password and randomised parts of your Secondary Password.



Welcome to online@hsbc

Login with your Passwords

Enter Password

Password

Enter Secondary Password

Enter the **FOURTH**, **SIXTH** and **EIGHTH** characters of your Secondary Password.

Secondary Password:

\* "Login with Passwords" is only applicable for FPX transactions of RM10,000.00 and below. For FPX transactions above RM10,000.00, you are **REQUIRED** to login using your Security Device.

## Secure Payment (if you login via Option 1: Login with Password)

After selecting which HSBC account to pay from for your FPX purchase, you will be shown a page to enter your authorization code.

**Pay a FPX Bill**

**Enter your authorization code**

Please enter the authorization code which you have received in the SMS containing ID# 617 and click "Continue".

The SMS has been sent to your mobile number 012\*\*\*8621 , Please update your mobile number if the mobile number is incorrect / not updated.

Authorization code:

You will **receive a One-Time Password (OTP) via SMS** to your registered mobile phone number from HSBC/ HSBC Amanah.

Complete the transaction by entering the **OTP**. The use of OTP is to further secure your payment.

The SMS content will be displayed as:

***"RM0.00 HSBC: ID is #XXX. Your FPX purchase OTP is XXXXXX"***

Please make sure the OTP on the input page matches with the OTP in your SMS message.

On this page, your masked mobile number will be shown. If the mobile number shown is incorrect, kindly cancel the payment and update your mobile number as per instructions below.

## Option 2: Login with Username & Security Device\*\*

Alternatively, you may choose to login using your Security Device. This is the existing login method for FPX purchases via HSBC/ HSBC Amanah Personal Internet Banking.

Upon entering your username and selecting “Login with device”, you will be prompted to enter your primary password and security code generated through the Security Device.

**Login with your Security Device**


**Enter Password**


Enter your password:


**Enter security code**


Generate and enter the six digit security code


**How to generate a security code**



**Step 1** Press and hold the  button to turn on your Security Device. Then enter your Security Device PIN.



**Step 2** Once the “HSBC” welcome screen is displayed, press the  button again. This will generate the security code.



**Step 3** Enter the security code shown on your device below.

Security code:

[Cancel](#) [Continue](#)

For payment verification, you are required to follow instructions provided by entering the “Transaction Signing Code” generated via your Security Device.

\*\* It is mandatory for you to “Login with device”, if:

- You own the Security Device but have not registered any Secondary Password on HSBC/HSBC Amanah Personal Internet Banking.
- Your FPX transaction is above RM10,000.00.

## How to update your mobile number with us?

There are 3 ways to update your registered mobile number:

### 1) HSBC Personal Internet Banking

If you are a registered user with a Security Device, you can update your mobile number directly in HSBC/ HSBC Amanah Personal Internet Banking in the service menu.

*Service > Update Personal Information.*

### 2) Call Contact Centre

#### HSBC Bank Malaysia Berhad

Local Caller : 1300-88-1388

Oversea Caller : +603 8321 5400

#### HSBC Premier and HSBC Amanah Premier

Local Caller : 1300-88-9393

Oversea Caller : +603 8321 5208

#### HSBC Amanah Malaysia Berhad

Local Caller : 1300-80-2626

Oversea Caller : +603 8321 5200

### 3) HSBC Bank /HSBC Amanah branches – [visit our nearest branch](#)

[Click here for more information](#)