New Online Banking Landing Page and Logon

Frequently Asked Questions

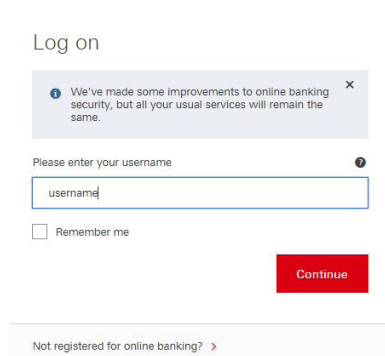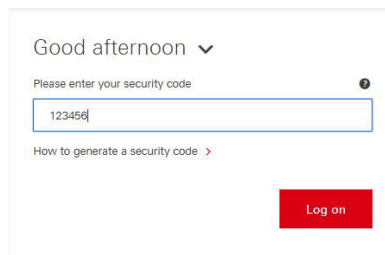| Question	Answer
What type of internet browser and operating system should I use to access the 'new' Online Banking?	HSBC's Online Banking service is compatible with most internet browsers including: • Internet Explorer version 11 and above • Google Chrome version 74 and above • Safari version 10 and above • Firefox version 64 and above HSBC's Online Banking service is compatible with most operating systems including: • Windows 7, 8 and 10 • Mac OSX 10.9 or above
What do I do if I am using an older browser version?	We recommend that you update your browser, primarily because it is important to have an updated browser with the latest security features and secondly, because you can benefit from all the functions we offer in the new HSBC Online Banking.
What has changed on the Log-on page?	We have made it much easier for you to login. With the new login page, you just have to type in your username and enter the security PIN. You will notice that the username is now masked. 1. Enter your username

2. Enter your security code

Question	Answer
Do I need to input the memorable answer?	You only need to type in your username and enter the security PIN.
What has changed on the Landing page?	This is the page where you can view all your accounts and the Online Banking Menus/ Options. The Main Menu is now at the top of the Landing page.
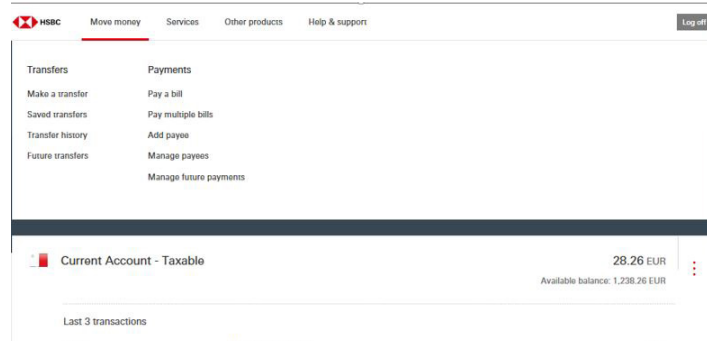
We have also introduced a new 'Quick links' bar. Where one can find the most popular features of our Online Banking.
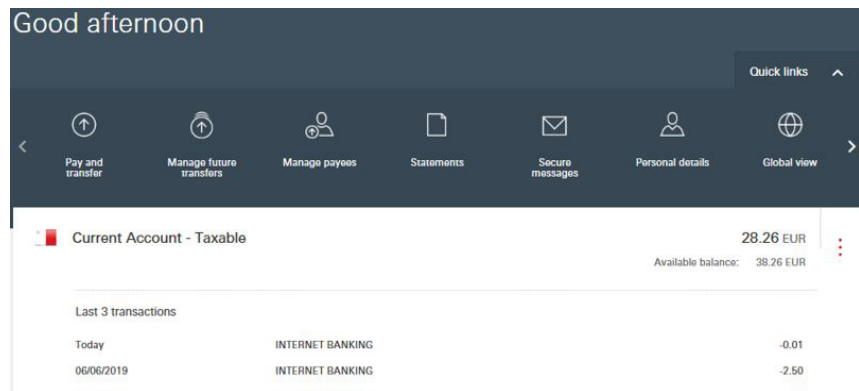
Question	Answer
What do I need to access the new Online Banking?	You need to be registered for Online Banking, having a valid username and a security device. You can click here to register for Online Banking. This service is free of charge.
How can I access the new Online Banking?	**You can use the following link:** https://www.hsbc.com.mt/
What do I do if I forget my Username?	You can contact our Contact Centre team for assistance, on phone number +356 2380 2380; Advance Hotline +356 2148 9101; or Premier Direct +356 2148 9100. Alternatively you can seek assistance at one of our branches.
How many times can I enter an incorrect username?	There is no limit as to how many times a username can be entered incorrectly.
What happens if I click on the tick-box next to the remember username?	Your username will be saved and will show automatically whenever you access the login page from that particular device. Make sure you don't tick this box if you are using a public computer or a shared device.

| Question	Answer
How do I proceed once I have entered my username?	You just have to click on 'continue' to proceed to the next screen.
From where can I get the security code?	You can get the security code through your Security Device, by following these 3 simple steps: 1. Press and hold down the green button to turn on your Security Device, then enter your PIN. 2. When the HSBC welcome screen displays, press the green button. This will generate a security code 3. Your 6 digit security code will be displayed on the Security Device screen.
What do I do if I forget the PIN of my Security Device?	You can click on the help button (?) found on the top right of the login field. A dialogue window will be displayed. Then you have to: 1. Choose the 'Forgot PIN' option and answer the two security questions. 2. Lock your Security Device by entering three incorrect PIN numbers. 3. Key in the seven digit lock PIN code showing on the Security Device, in the field showing on the third page. 4. Enter a new PIN. 5. The PIN will reset instantly.
What do I do if I lose my Security Device?	You can either call our Contact Centre team on phone number +356 2380 2380, or else seek assistance at one of our branches.
What do I do if my Security Device is broken or damaged?	You can either call our Contact Centre team on +356 2380 2380 or else seek assistance at one of our branches.
Where can I find information on how to use the Security Device?	You can click on the help button (?) showing on the login page. Then click on the 'Need help?' option and an explanation on the Security Device will be displayed.
What do I do if an error message appears on my Security Device?	You can click on the help button (?) showing on the login page, choose the 'Need help?' option and click on the 'Find a fault'. You can enter the error code in the space provided and the error rational will be displayed.
What do I do if I want to change my Security Device's PIN?	You just have to follow the procedure detailed hereunder: • Press and hold for two seconds to turn on the device. • Input PIN. • Press and hold the '8' key. • Input new PIN. • Press yellow button. • Input PIN again to confirm set up.
Are all my accounts displayed in the new Online Banking Landing page?	The accounts displayed in the Accounts Summary are the ones you chose in the 'Select Accounts' option. You can add any other accounts from the 'Select accounts' option by selecting the desired accounts.

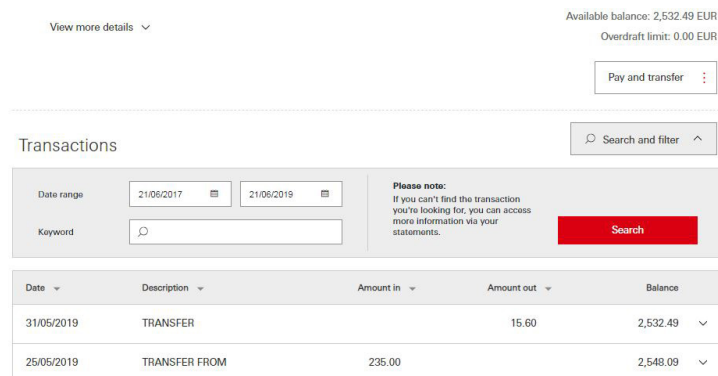| Question	Answer
Where can I find all the functions of the new Online Banking?	We've made it easier for you to access the Online Banking options. Most of the options can now be accessed through the direct links found on top of the Accounts Summary page. All options can then be accessed through the Menu found at the top of the page.
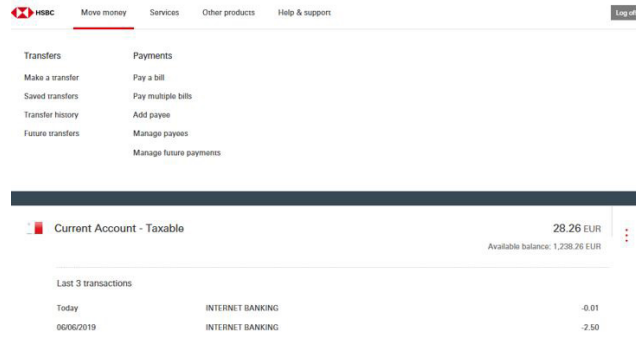
A new facility was also introduced where you can effect a transfer or request a statement by clicking on the ellipses found next to most of your accounts.
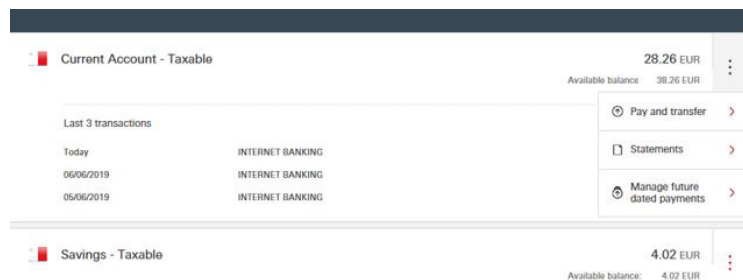
Where can I find the Search option when I am viewing my account transactions?	When you are viewing your account transactions, there is a search facility from where you can retrieve all transactions containing a particular wording. You can also effect a search for a particular period.

Question	Answer
Are the transactions displayed in date order?	Yes, account transactions are displayed in date order. However, you can also sort transactions by 'Description', 'Amount In' or 'Amount out' order.
Can I download transactions from Online Banking?	Yes, you can download transactions by clicking on the download button found on the bottom left of the transaction screen.
Does Online Banking use Cookies?	Yes, you can find a list of all the 'Cookies' used by Online Banking by clicking on the following link: https://www.hsbc.com.mt/cookie-policy/