Audio Descriptive - HSBC Secure Key Mobile

How to activate your Secure Key on your mobile?

Let’s say you want to carry out an online transaction which requires enhanced security,

For example, adding a new beneficiary.

HSBC Secure Key Mobile protects your banking information against fraud.

Let's find out how to install it for the first time,

or migrate it to a new device.

Is it the first time you’ve installed Secure Key?

It’s easy.

We sent you your username and your secret code when you opened your account.

You just need to choose a memorable question, a password,

As well as your two security questions.

Contact the Customer Service Centre if you’ve forgotten your login details.

You want to migrate HSBC Secure Key Mobile to a new mobile,

but you’ve forgotten your password or memorable question?

No problem.

You can reset them any time, by yourself,

Just follow the instructions.

Once you’ve entered all your information, YOU decide how to receive your activation code:
Either by SMS or email.

These codes allow two factor authentication.

They offer extra protection, guaranteeing you’re the only person who can access your accounts.

Even if someone else finds your HSBC Secure Key Mobile password.

Enjoy its many benefits:

adding beneficiaries, access your secure messages, online stock trading and more.

Talk to your adviser about the option to connect with biometric security,

It’s safer, simpler and faster.

See you soon in your HSBC secure banking space