

Audio Descriptive - HSBC Secure Key Mobile

How to activate your Secure Key on your mobile?

0 :00 :05.000,0 :00 :08.990,0

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

0 :00 :09.000,0 :00 :11.990,0

For example, adding a new beneficiary.

0 :00 :12.000,0 :00 :16.990,0

HSBC Secure Key Mobile protects your banking information against fraud.

0 :00 :18.000,0 :00 :19.990,0

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

0 :00 :20.000,0 :00 :21.990,0

or migrate it to a new device.

0 :00 :22.000,0 :00 :24.990,0

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

0 :00 :25.000,0 :00 :25.990,0

It's easy.

0 :00 :26.000,0 :00 :29.990,0

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

0 :00 :30.000,0 :00 :34.990,0

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

0 :00 :35.000,0 :00 :36.990,0

As well as your two security questions.

0 :00 :37.000,0 :00 :42.990,0

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

0 :00 :43.000,0 :00 :47.990,0

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

0 :00 :48.000,0 :00 :49.990,0

but you've forgotten your password or memorable question?

0 :00 :50.680,0 :00 :51.990,0

No problem.

0 :00 :52.000,0 :00 :54.990,0

You can reset them any time, by yourself,

0 :00 :55.000,0 :00 :56.990,0

Just follow the instructions.

0 :00 :57.000,0 :01 :04.990,0

Once you've entered all your information, YOU decide how to receive your activation code:

0 :01 :05.000,0 :01: 06.990,0
Either by SMS or email.

0 :01 :07.900,0 :01: 09.990,0
These codes allow two factor authentication.

0 :01 :10.000,0 :01 :14.990,0
They offer extra protection, guaranteeing you're the only person who can access your accounts

0 :01 :15.000,0 :01 :19.990,0
Even if someone else finds your HSBC Secure Key Mobile password.

0 :01 :21.000,0 :01 :22.990,0
Enjoy its many benefits:

0 :01 :23.000,0 :01 :28.990,0
adding beneficiaries, access your secure messages, online stock trading and more.

0 :01 :29.000,0 :01 :32.990,0
Talk to your adviser about the option to connect with biometric security,

0 :01 :33.000,0 :01 :35.990,0
It's safer, simpler and faster.

0 :01 :36.000,0 :01 :39.990,0
See you soon in your HSBC secure banking space