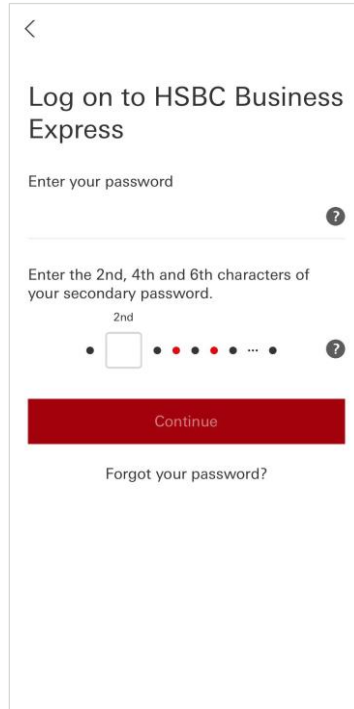
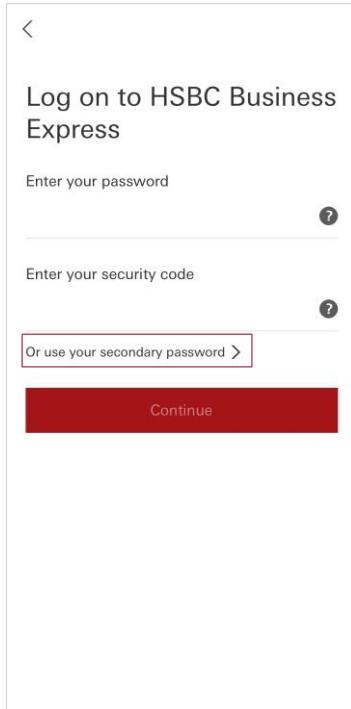


# HSBC HK Business Express mobile app

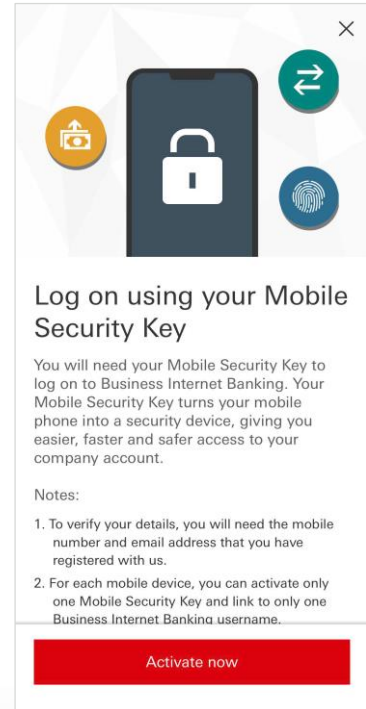
## Mobile Security Key Activation Guide

To activate Mobile Security Key, you are required to log on to HSBC HK Business Express mobile app. Please start with downloading our mobile app if you haven't done so, then you can open the app and follow the below steps:

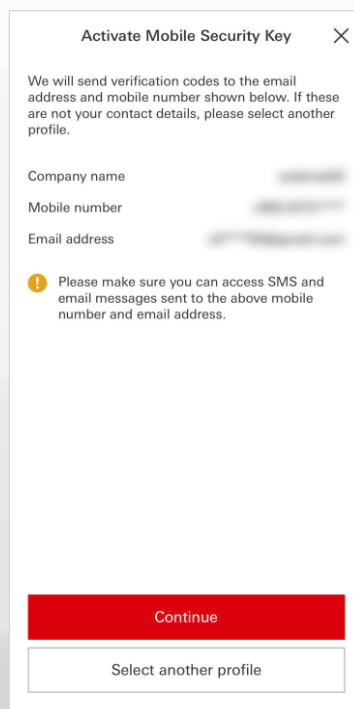
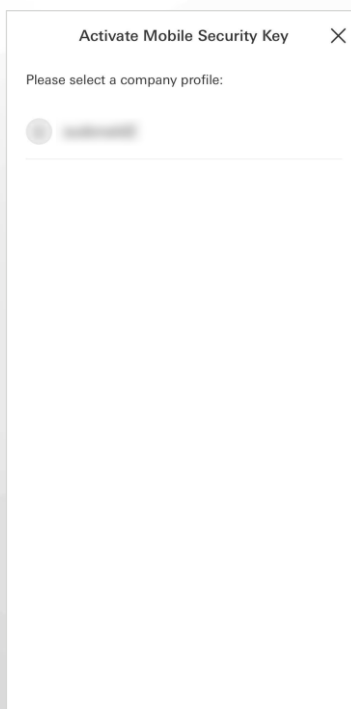
- 1** Go to logon page and input your username to proceed, select 'Or use your secondary password' to input password and secondary password that have been created previously.



- 2** Select 'Activate now' to proceed.



- 3** Select a profile<sup>1</sup> for Mobile Security Key activation and select 'Continue'.



Remark:

1. We will send verification codes to the mobile number and email address shown on the screen during the Mobile Security Key activation process, if you do not have access to this email address and mobile number, please select another profile.

(continued)

- 4** Input the verification codes sent to your mobile number and email address, select 'Continue' when completed.

**1. Verify by SMS** ?

We will send a verification code to this mobile number:

Enter your verification code

The verification code will expire in 95 seconds.

Continue

Send code again (95s)

**2. Verify by Email** ?

We will send a verification code to this email address:

Enter your verification code

Continue

Send code again (97s)

3. Setup Mobile Security Key PIN

- 5** Create a strong PIN as instructed, select 'Complete verification' and your Mobile Security Key will be activated. Learn how to logon to Business Internet Banking and our app with Mobile Security Key [here](#).

**3. Setup Mobile Security Key PIN**

You can use this to log on to HSBC Business Express on this device.

Do not use a PIN containing personal information (e.g. username or password or date of birth)

Create Mobile Security Key PIN

Enter PIN

Your PIN must:

- ✓ Contain six numeric characters (i.e. 0-9)
- ✓ NOT start from a zero (i.e. 0)
- ✓ NOT contain more than two consecutive identical numbers
- ✓ NOT contain more than three sequential numbers
- ✓ NOT contain repeating number pairs.

Confirm Mobile Security Key PIN

Confirm PIN

Complete verification

Mobile Security Key for successfully activated

You can activate Mobile Security Key with another Business Internet Banking username on a different mobile device.

Once you have logged on to HSBC Business Express, you can enable or disable your Mobile Security Key at any time in 'More > Settings/Registration > Security'.

- ⚠ For security purpose, if your device is lost or stolen, you can deactivate the lost mobile device using another mobile device in 'More > Settings/Registration > Security'.
- ⚠ Due to security reasons, after activating your Mobile Security Key on a new device, making / authorizing payments to Other Beneficiaries, creating / authorizing new Designated Beneficiaries and making / authorizing group payments using autoPay-out will be disabled temporarily on that device for 6 hours.

Done

- 6** You can try to enable biometrics authentication<sup>2</sup> to enjoy a faster way to access business account and confirm transactions.

Do more with Face ID

You can make logging on even faster by upgrading your Mobile Security Key with Face ID to log on through facial recognition!

By enabling Face ID you agree to the [Terms and Conditions](#).

Learn more >

Enable Face ID

Enable Face ID later

- Remark:
2. If the mobile device supports biometrics authentication, you will be invited to activate your Face ID/Touch ID/Fingerprint ID the first time you log on to HSBC HK Business Express mobile app.

The HSBC HK Business Express mobile app (the 'App') is provided by The Hongkong and Shanghai Banking Corporation Limited ('HSBC') and is intended for use by HSBC commercial banking customers in Hong Kong. The App is not intended for download or use by any person in any jurisdiction where such download or use would be contrary to any law or regulation of such jurisdiction, or where HSBC is not licensed or authorized to provide the App and/or any of the related services. We do not charge for the App. However, your mobile network operator may charge you to access the App and these charges may vary if you access the App when abroad. You are responsible for these charges.

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