



# Downloading and setting up the HSBC UK Mobile Banking app

## Audio transcript

Mobile banking is an easy way to manage your money while you go about your daily life.

It's like having your bank in the palm of your hand.

We know security and ease are people's main concerns when they're thinking about getting a banking app.

But rest assured, over 5 million customers are already using the HSBC UK app for their day-to-day banking, and we're here to show you just how simple and safe it is.

It's easy to get started with the app on a phone or a tablet.

Just download it from the App Store if you use an Apple device or the Google Play Store if you use an Android device.

Once it's downloaded, you'll need to register for digital banking. To do this you'll just click the 'not registered for online banking' link and then confirm you've read our T&Cs.

Then we need to verify your identity using your account details and telephone security number, which are on your onboarding letter.

If you can't find the letter, and you've set up voice ID already, just call our contact centre and we'll tell you how to set up a security number.

If you don't have voice ID set up, simply visit us in a branch and bring a photo ID - like your passport or driving licence - and we'll help you set up your new security number there and then.

Once that's done, you can continue to register for digital banking.

Just follow the onscreen instructions and create a username, password, and Digital Secure Key Pin number, which gives you added protection against fraud.

Then you'll be ready to log onto mobile banking whenever you need to.

You can keep logging on using your Pin if you'd like or thanks to advanced technology called biometrics, you can access your account securely using face or fingerprint recognition for an even more convenient way to log on.

It only takes a couple of steps to set this up. Just make sure your face or fingerprint are registered on your device

Then log in to the app select the 'Profile' icon in the top right-hand corner of your screen then 'Security' followed by 'Manage Security' and select the option you need.

You can do your day-to-day banking conveniently through the app. And if you need any help, you can use the Chat service to talk to us any time you need to.

Download the app today and start managing your money from the palm of your hand.