

Transfer Mobile Security Key to your new device with HSBC HK Business Express mobile app

User guide

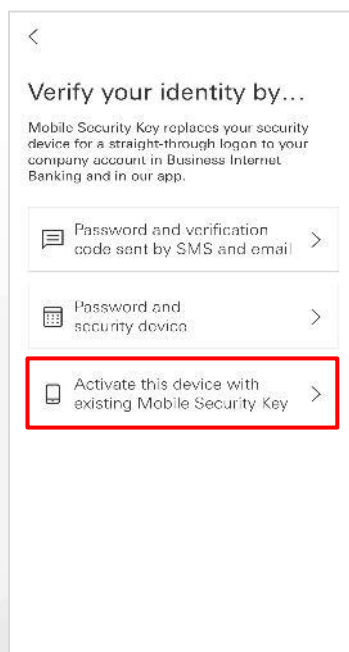
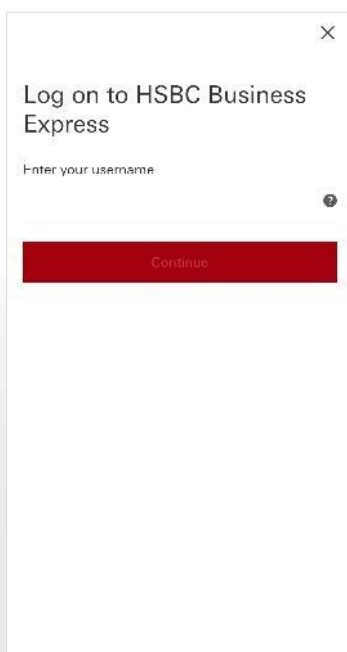
You can activate Mobile Security Key on your new mobile device in a few simple steps, and this will not deactivate the existing Mobile Security Key on your old device¹. If you already have 3 devices registered with Mobile Security Key under the same username, then you will have to replace one of them with your new device for Mobile Security Key activation.

Before you start, make sure you have downloaded the **HSBC HK Business Express mobile app** on your new device². During the verification process, please have the below with you:

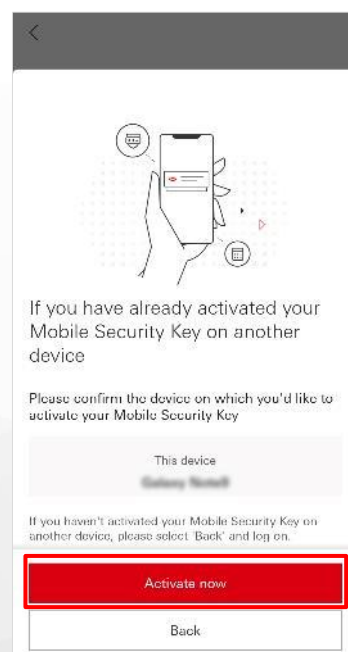
- ◆ Old device³
- ◆ Business Internet Banking username
- ◆ Business Internet Banking password⁴

On your new device...

1 Open the app in your new device and input your username in logon screen, then select 'Activate this device with existing Mobile Security Key' to continue.



2 Select 'Activate now' to proceed.

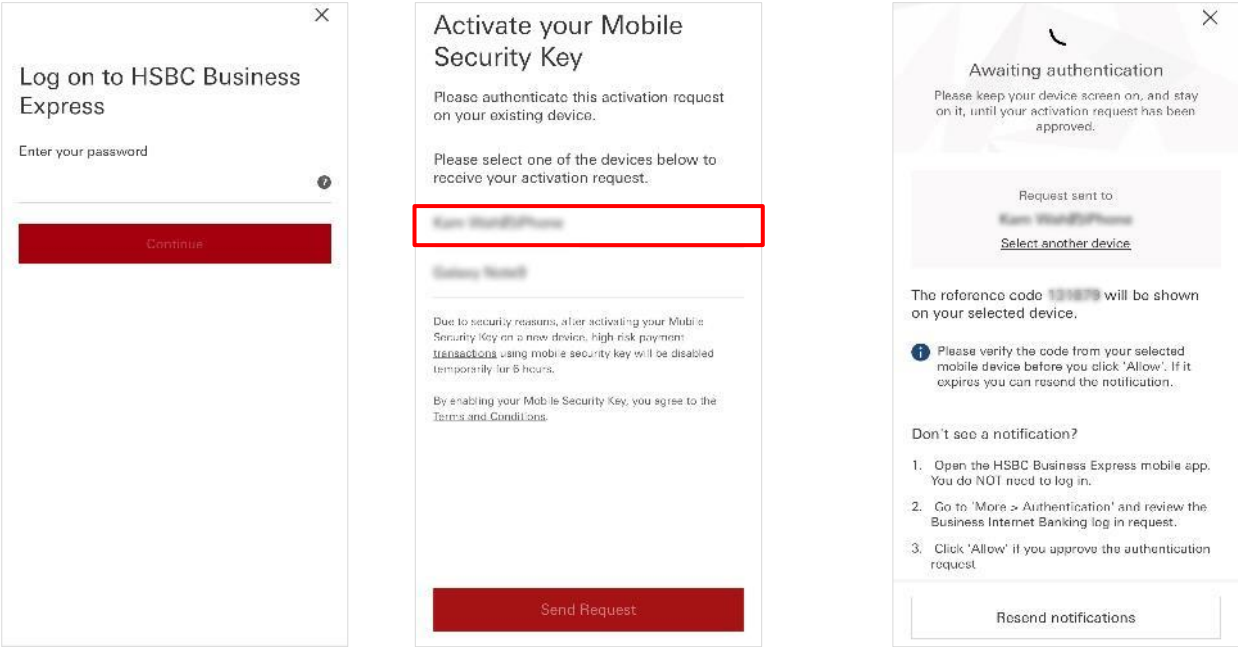


Remarks:

1. If you're no longer using your old device, please deactivate your Mobile Security Key on it by logging on to mobile app with new device and go to 'More' > 'Settings' > 'Security' > 'Deactivate other devices' to proceed.
2. If you can't access the HSBC HK Business Express mobile app after transferring data to your new phone, please check your internet connection and try reinstalling the app.
3. If you don't have your old device with you, you can check this [user guide](#) to learn how to activate Mobile Security Key with your email address and mobile phone number.
4. This is your logon password for Business Internet Banking. Your Mobile Security Key PIN on the old device is not required when you are using a new device. If you've forgotten your password, you can input your username in the Business Internet Banking logon screen, and then select 'Continue' > 'Forgot your password?' to reset it.

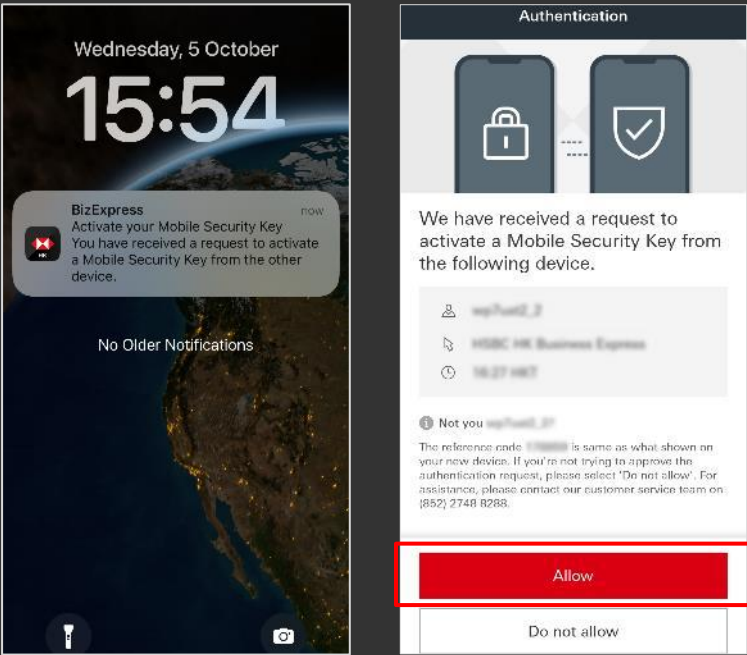
On your new device...

3 Input your password to logon, then select your old device for sending activation request and wait for the push notification on your old device.



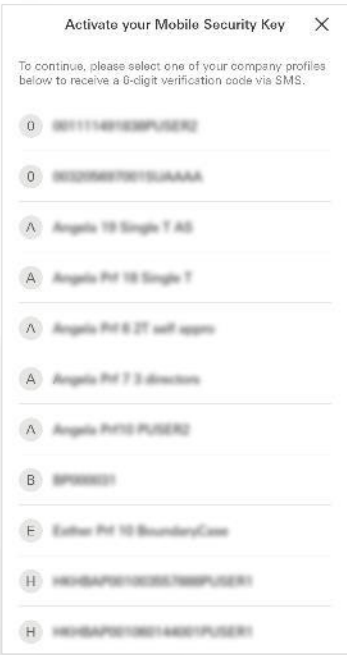
On your old device...

4 When you see the push notification¹, tap on it and select 'Allow' to authenticate your new device.



On your new device...

5 Choose the user profile.



Remarks:

1. If you cannot receive the push notification on your old device, please open HSBC HK Business Express mobile app and go to 'More' > 'Authentications' to authenticate your new device.

On your new device...

6 Verify your identity with SMS One-time Password (OTP) as instructed.

Activate your Mobile Security Key

We will send verification codes to the mobile number shown below. If these are not your contact details, please select another profile.

Company name

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Mobile number

+852-XXXX-XXXX

Please make sure you can access SMS messages sent to the above mobile number.

Continue

Select another profile

7 After verification, you can set up Mobile Security Key PIN. Once completed, you’ve successfully activated Mobile Security Key on your new device!

Activate Mobile Security Key

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)

Enter your Mobile Security Key PIN

Enter a 6-digit PIN

Your 6-digit PIN should:

Contain 6 numbers (0-9)

Not start with 0

Include no more than two of the same number (e.g. 111)

Include no more than three ascending or descending digits (e.g. 1234)

Not contain repeating patterns (e.g. 010101)

Re-enter your Mobile Security PIN

Re-enter your 6 digit PIN

Complete verification


✓

Mobile Security Key successfully activated

Due to security reasons, after activating your Mobile Security Key on a new device, high-risk payment transactions using mobile security key will be disabled temporarily for 6 hours.

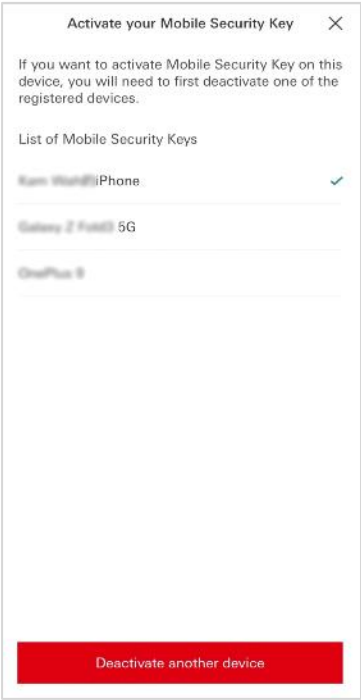
Done

✓ Please note that you can only bind Mobile Security Key with **3 devices** under one Business Internet Banking username at a time. If you want to activate Mobile Security Key on a new device but you already have 3 devices registered, please follow the instructions on next page to continue.

HSBC

On your new device...

- 8
- Select one of the devices you would like to deactivate, then click 'Deactivate another device'.



- 9
- Check the details on the acknowledgment page. You've successfully activated Mobile Security Key on your new device.



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