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HSBC Launches Mobile Secure Key for an Inclusive and Seamless Banking Experience

An innovative and accessible feature for customers to unlock 24/7 banking needs

HSBC Malaysia has introduced Mobile Secure Key that allows customers to generate security codes for customers to log on to online and mobile banking via its Mobile Banking app. The Mobile Secure Key replaces the physical security device to provide customers with greater convenience and better banking security as it provides a higher level of multi-factor authentication via the mobile phone built-in security. In addition, a unique feature of Mobile Secure Key is that it is compatible with the Vision Accessibility feature on mobile devices, thus enabling visually impaired customers to enjoy the full access of all digital banking services.

Mobile Secure Key is in line with HSBC's vision of being the 24/7 personal bank in every customer's pocket. This feature signifies a milestone in digitisation for HSBC Malaysia, providing customers the capability to access their accounts and confirm their transactions securely, anytime and anywhere around the globe. The only thing that customers need is their mobile phone with the HSBC Malaysia Mobile Banking app downloaded. HSBC online banking will automatically detect whether a customer is using a physical Security Device or Mobile Secure Key, and will display relevant instructions and troubleshooting advice as appropriate.

This new feature combines security with convenience, the Bank's customers just need a 6-digit PIN to generate the code for their banking needs. Alternatively, they may take advantage of biometric authentication such as fingerprint or facial recognition to access Mobile Secure Key with a compatible device that has Touch/ Fingerprint ID /Face ID capability. This ensures only the customer has access to their bank accounts.

Today, HSBC's customers no longer have to wait for a physical security device to be delivered to them because they can just download the Mobile Banking app for a speedier banking experience. HSBC is a strong advocate for sustainability, the move of replacing the security device with the Mobile Secure Key is a more environmental friendly option which reduces manufacturing, shipping, packaging and waste. A plan to dispose the existing security device sustainably will be launched in early 2021.

The HSBC Malaysia Mobile Banking app is also enhanced with notable new features. Real Time Transaction now allows customers to view their credit card transactions updated in real time on the application, which makes it more convenient to manage their accounts. With the new Account Details 2.0, HSBC Malaysia customers will have access to a fully cohesive, user friendly and intuitive mobile banking journey.

"At HSBC, we aim to continuously enhance our customer's banking experience with our on-going digital innovation. Mobile Secure Key is the testament of our commitment to be our customers' 24/7 personal bank without compromising our renowned cybersecurity," said **Tara Latini, Country Head of Wealth and Personal Banking, HSBC Malaysia**, "this is in line with our vision to make it more convenient to access our products and services with our digital features."

HSBC Bank Malaysia Berhad

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Mobile Secure Key, Real Time Transaction and Account Details 2.0 are available on the HSBC Malaysia Mobile Banking app. Download the app today:

Apple App Store

https://apps.apple.com/app/id1437876264?pt=118152957&ct=PWS_Amanah_MobileBanking_iOS&mt=8

Google Play Store

https://play.google.com/store/apps/details?id=my.com.hsbc.hsbcmalaysia&referrer=utm_source%3DMobileBanking_Android%26utm_medium%3DPWS_Amanah

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Note to editors:

HSBC Bank Malaysia Berhad

HSBC's presence in Malaysia dates back to 1884 when the Hongkong and Shanghai Banking Corporation Limited established its first office in the country on the island of Penang, with the permission to issue currency notes. HSBC Bank Malaysia Berhad was locally incorporated in 1984 and is a wholly-owned subsidiary of The Hongkong and Shanghai Banking Corporation Limited, founding member of the HSBC Group. In 2007, HSBC Bank Malaysia was the first foreign bank to be awarded an Islamic banking subsidiary licence in Malaysia, namely HSBC Amanah Malaysia Berhad. Today, HSBC Malaysia has a network of 67 branches nationwide, of which 26 are HSBC Amanah Malaysia Berhad branches. HSBC Malaysia offers a comprehensive range of banking and financial services including Islamic financial solutions. HSBC Malaysia has also led innovation in Malaysia by introducing Malaysia's first ATM and Electronic Touch Banking in the early 1980s. Today, HSBC Malaysia has launched innovative solutions such as HSBCnet for secure banking for businesses, Trade Transaction Tracker and Facial Recognition on supported mobile phones.

The Hongkong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,923bn at 30 June 2020, HSBC is one of the world's largest banking and financial services organisations.

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