HSBC

Mobile banking

DEMO
Downloading the app

1. Search for "HSBC Mobile Banking" in App Store^{SM}/ Google Play^{TM}
2. Install the app
3. Read & Accept "End User License Agreement"
4. After the application opens, select Armenia from the country list and choose preferred language
5. Read and accept Terms and conditions to continue
6. Welcome to HSBC Bank Armenia "Mobile Banking App"

Logon with security device

1. Tap on "Logon" button from Home screen
2. Enter your Online Banking username (if you are not registered for Online Banking, please register for the service first)
3. Tap on "Use Secure Key" button, which is available from Mobile password screen in case if you have already set mobile banking password. Otherwise after entering your Username on the first page enter your Memorable answer and security device code in the next screen
4. Enter your Online Banking Memorable answer and Security device code

www.hsbc.am
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![HSBC logo] **HSBC**

Logon with mobile banking password

1. Press on "Logon" button from Home screen
2. Enter your Online Banking username (if you are not registered for Online Banking, please register for the service first)
3. Enter memorable answer and 3 random characters from mobile banking password. Create a Mobile Banking password via Online Banking, if you have not done so yet
4. Certain transactions cannot be performed when logged on with Mobile password. For such transactions, the system will prompt you to enter a security code to continue

Balances

1. Tap on Banking -> Balances from left hand menu
2. All your accounts selected via Online Banking will appear. Tap on any of your accounts to see account transactions history
3. Tap on account number form the Transaction history screen
4. You will see your account details

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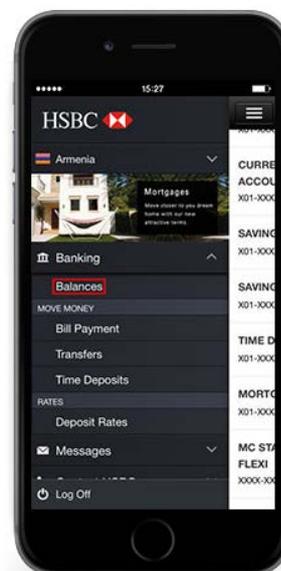
Bill Payments

1. Tap on Banking -> Move Money ->Bill payments from left hand menu
2. Choose the Payee account by Taping on "To"
3. Only card payees added through Online Banking will appear in the list
4. Enter Amount, and other details. You can choose to Pay now or later by choosing future date
5. Check all entered information in the "Verify" screen and Tap on "Confirm Pay Bill" button
6. In case if payment amount is more than AMD 50,000 the system will prompt you to enter either 3 characters from your Mobile password or your security code, depending on your logon level
7. "Confirmation" screen will display payment information
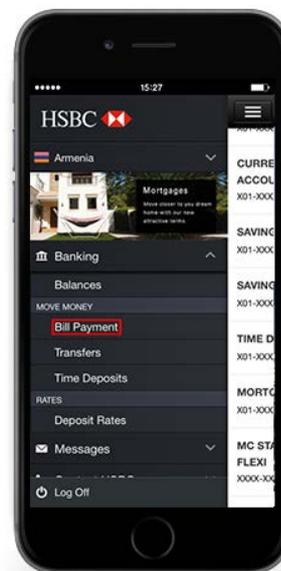
Transfers (between own accounts)

1. Tap on Banking -> Move Money -> Transfers from left hand menu. Saved Transfers list (if any) will appear
2. Tap on "+" symbol to make a new transfer
3. Own account transfer screen will display
4. Tap "From" and "To" account and then select "From" and "To" accounts
5. Enter amount to transfer and transaction narrative (optional). Tap on "Transfer" button
6. Check all entered information on the "Verify" screen and confirm to continue
7. "Confirmation" screen will display transfer details
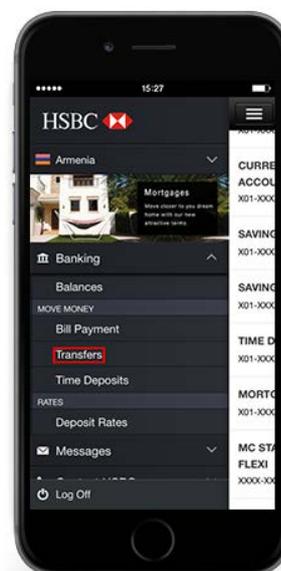
Time Deposit

1. Tap "Time Deposit" from left hand menu
2. Time deposit screen will open
3. From the Time Deposit screen choose the deposit type
4. Choose deposit currency
5. Choose "From" account
6. Choose deposit period
7. Choose deposit amount
8. Check all entered information on the "Verify" screen and confirm to continue
9. "Confirmation" screen will display transactions details
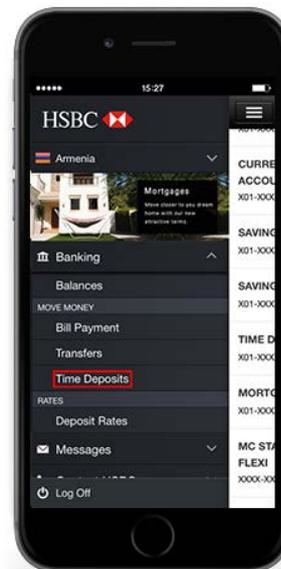
Bank Mail

1. Tap on "Bank Mail" from the Main menu. Your secure inbox will open and will show any messages that you have
2. Tap on messages to read
3. You can also reply to the message by clicking on the respective icon
4. To send a new message to HSBC, tap on "New message" button
5. Compose your message screen will be opened. Choose your message subject form drop down menu, compose your message and tap on "Send" button to send the message

Note: In case of discrepancies between the Armenian and English versions of this page, the Armenian version shall prevail.
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