



We are pleased to introduce **HSBCnet Mobile** (www.hsbcnet.com/mobile), a convenient new way to access a select set of **HSBCnet** services – anytime, from anywhere – using your supported mobile device. The streamlined interface has been specifically designed for use on certain mobile devices. Currently available as a complimentary value-added service, you can access **HSBCnet Mobile** using your device's web browser – no applications or downloads are required.

The following devices and operating systems are supported on **HSBCnet Mobile**.

- Android: Android 2.2 and above
- iPhone: iOS 3 and above
- BlackBerry: OS 5.0 and above

HSBCnet Mobile will support additional mobile devices in the future. For more information about your device, please refer to your user manual or contact the manufacturer for assistance.

Three features are available on **HSBCnet Mobile**, in line with your entitlements:

- Checking account balances and statements
- Authorising payment instructions (Priority Payment, Inter-Account Transfer and ACH Credit/Debit payment instructions only)
- Receiving notification of payments requiring your authorisation via the My Alerts tool

Try **HSBCnet Mobile** for yourself today via your mobile device at www.hsbcnet.com/mobile.

For more information about how to use **HSBCnet Mobile**, refer to the training presentation (also available in the HSBCnet Learning Centre after logging on to HSBCnet).

Once you have tried **HSBCnet Mobile**, please let us know what you think using our online survey. Your feedback is very important as we continue to improve the service and expand functionality.

Please note: you will need your HSBCnet Security Device to access HSBCnet Mobile. HSBCnet Mobile is not available to Smart Card or mixed security users. Any transaction limits and entitlements associated with your user profile on HSBCnet are also applicable when using HSBCnet Mobile.

Maintaining a secure **HSBCnet Mobile** experience

As with the main HSBCnet site, **HSBCnet Mobile** has incorporated several key security measures to help protect your information:

- **Security Device:** Your Security Device is required to log on to your **HSBCnet** profile and for any subsequent transaction authorisations.
- **Encryption:** **HSBCnet Mobile** is encrypted using Secure Socket Layer (SSL) Encryption technology (SSL v3 – 128 bit).
- **Session time-out:** Similar to using HSBCnet from a computer, if you forget to log out, or your mobile device remains inactive for a period of time, **HSBCnet Mobile** will log out automatically.

In addition to your obligation to comply with the general HSBCnet Security Procedures, you must ensure you also comply with the additional security requirements* that are in relation to **HSBCnet Mobile** on your mobile device, and include:

- Do not store your HSBCnet user or profile details on your mobile device.
- Ensure your mobile device is updated with the latest anti-virus and anti-spyware software.
- Avoid sharing your mobile device with others.
- Avoid using other mobile devices not on the approved list to access **HSBCnet Mobile**.
- Do not leave your mobile phone unattended after logging on to **HSBCnet Mobile**.
- For added peace of mind, click the 'Logout' button when you are finished with **HSBCnet Mobile**.
- To prevent unauthorised access to your mobile device, enable its automatic passcode lock feature.
- Use default browsers originally provided with your mobile device.
- Avoid using an "unlocked" mobile device or a device with any unauthorised modifications when using **HSBCnet Mobile**.
- Avoid installing applications on your mobile device from unknown sources.
- When connecting to a wireless network using your mobile device, use only trusted networks or service providers and enable additional security protection, such as Wi-Fi Protected Access (WPA), if possible.

How to get started?

To find out how you can benefit from **HSBCnet Mobile** solution, please contact our Business Phone Banking at (62) 21 – 2551 4777 or 0807 1 86 4722.