

Your Login Details

- **What is my user ID to log in to my rewards account at www.extrapoints.co.in/hsbc?**

Your user ID is your registered e-mail address with HSBC.

- **What is my password?**

Your password is a combination of the first 4 alphabets of your name as it appears on your HSBC Debit Card, followed by the 6-digit area PIN code of your address of communication registered with HSBC. In case your name has only 3 alphabets then the first alphabet of your middle name/surname, as appearing on the HSBC Debit Card will be included as part of your password.

The password is case-sensitive, hence, ensure that for the first login you use lower case.

Example 1: If your name, as mentioned on your HSBC Debit Card, is Sumit Sharma and your area PIN code registered with HSBC is 400001, then your password is 'sumi400001'.

Example 2: If your name, as mentioned on your HSBC Debit Card, is Ami Sharma and your area PIN code registered with HSBC is 400001, then your password is 'amis400001'.

- **I do not remember the e-mail address and area PIN code registered with the Bank.**

You can call HSBC on the PhoneBanking numbers and obtain your e-mail address and your area PIN code as registered with HSBC.

- **Do I need to change the password after first login?**

In view of security of your account, you are requested to change your password after first login.

You need to ensure that the password is 8-16 character long. The password has to be alpha-numeric. Special characters, including spaces, are allowed and the password is case-sensitive.

- **Can I change my user ID?**

Yes, once you successfully log in, you can go to 'My Account' and then update your e-mail address which is also your user ID.

- **I am not able to log in with the e-mail address and password given by HSBC?**

After following all the mentioned steps, if you are still not able to log in, then please contact HSBC PhoneBanking.

- **Can I self-register if I have been auto-registered by HSBC?**

No, if you have been auto-registered, then you cannot register yourself on the website. You will have to log in for the first time with the user ID and password generated by HSBC. After the first login you can choose your own user ID and password.

- **I have not received any e-mailer from HSBC on my user ID or password?**

You can call HSBC on the PhoneBanking numbers to check whether you have been auto-registered. If you are auto-registered and still not received the e-mail with your user ID and password, then please contact HSBC PhoneBanking.

- **How can I redeem my points after I log in?**

Once you log in, you can go to the 'Redeem Extra points' section and redeem your Extra points against the redemption options under various categories like shopping, dining and bill credits.

If you have any problems redeeming your reward points, kindly call Extra Toll Free Number 1800-209-5141 Monday to Friday, between 9:00 a.m. and 6:00 p.m. IST or write to contact_hsbc@extrapoints.co.in