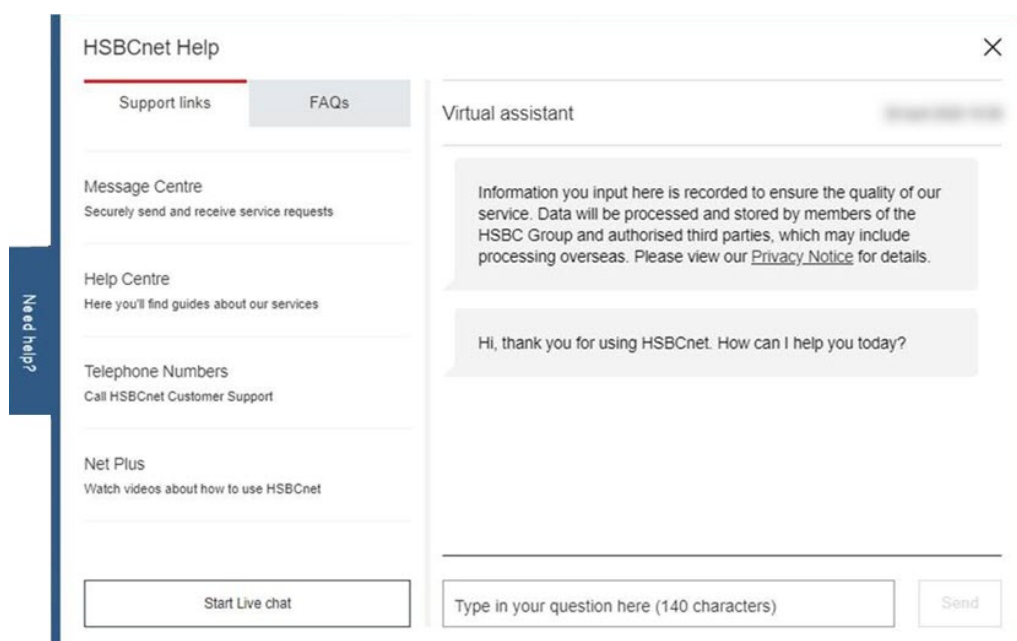


Getting help on HSBCnet

Need Help?

If you need help, just select 'Need Help?' on the right side of your HSBCnet page, anytime. Our Help window gives you easy access to:

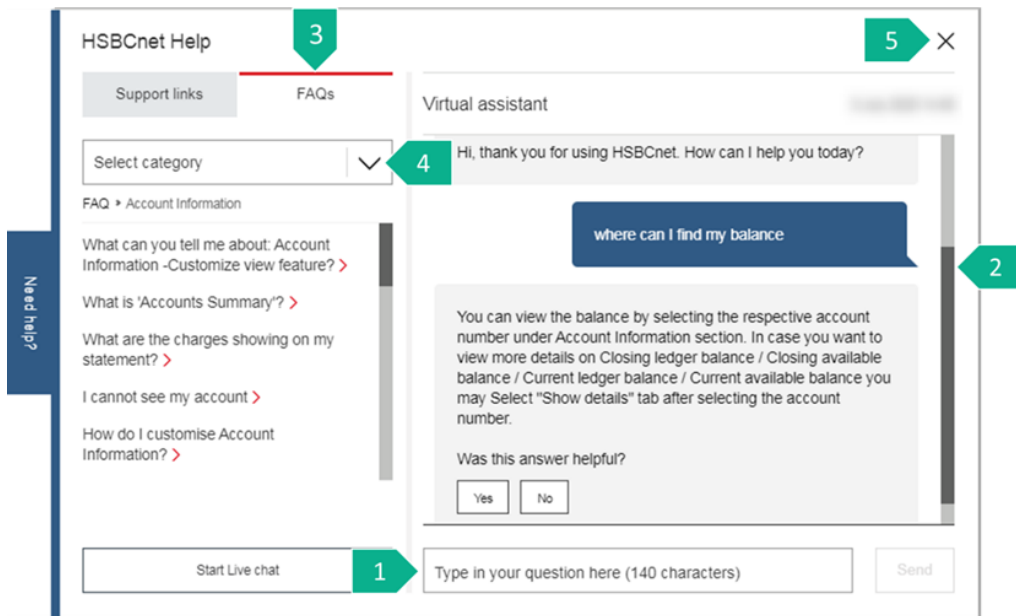
- Virtual assistant
- Live chat
- Message Centre
- Help Centre
- Net Plus
- Customer support telephone numbers



Find out more about how these services can help you below.

Virtual assistant

Use our chatbot to help you find answers to your questions about using HSBCnet. The Virtual assistant learns from use and is updated regularly with new content.

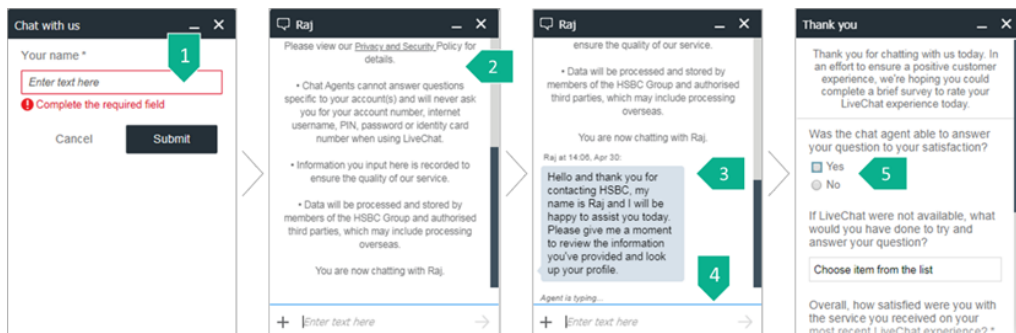


1. Enter your question into the dialogue box and our Virtual assistant will answer you.
2. You can scroll up or down the chat window to see questions you've previously asked.
3. The FAQ tab provides links to other frequently asked questions. These are grouped by category.
4. Use the down arrow to select a specific category.
5. Once you're done, you can exit the Virtual assistant by selecting the close link.

Live chat

With Live chat, you can connect with one of our support representatives for help on HSBCnet, without having to call in. To use this option, select the 'Start Live chat' button that appears in the Need help? Window, if an agent is available. The Live chat window will open.

Note: Live chat may not be available in your country.



1. You'll need to complete a few required fields before you start.
2. After selecting the submit button, you can review our terms and conditions.
3. Scroll down and you'll see the agent's message. Type responses into the chat window.
4. Once you're done, you can exit the chat window by selecting the close button.
5. If you have some time though, please tell us how you like Live chat in a short survey.

Message Centre

Depending on your location and HSBCnet services, you can send and receive a variety of banking requests, safely through Message Centre.

Help Centre

The Help Centre provides a carefully curated collection of support pages to help you learn about our HSBCnet services and how to use them. You'll find articles, guides, and short videos covering various topics in the two main sections of the Help Centre:

- **'New on HSBCnet'** – introduces you to our latest HSBCnet services.
- **'How to use HSBCnet'** – helps you get the most out of HSBCnet with everything from service overviews right down to step-by-step guides.

Here are some other features you might find useful:

- **Help Centre directory** – Located in the 'How to use HSBCnet' section, get started with our directory which gives you easy access to HSBCnet service pages and guides.
- **Related content** – Each support page includes quick links to other Help Centre pages that you may find relevant.
- **Search** – The integrated search function allows you to type in keywords and easily find the information you're looking for.
- **Bookmarks** – Bookmark pages to save you time finding useful information in the future.
- **Category** – Select a category to quickly view a list of all related pages

We recommend that you check the Help Centre often since we're always updating the site to provide you with the latest information.



Customer support telephone numbers

If you'd like to speak on the phone with someone in our HSBCnet Support Centre, select **Telephone numbers** in the **Need help?** window. A pop-up window will open and you'll need to select your location and business unit to see number listings.

It doesn't stop there

We've also built in additional features on HSBCnet to help you with day-to-day use of our services:

Information icons

If you're looking for help about a particular field, function or option, just look for our information icons  or  and select them where available. Once selected, these icons provide you with explanations of what you need to know or do.

Live Share

Live Share allows our support agents to view your HSBCnet screens and is only available if you've called our Support Centres. This option allows us to see what you're seeing to help you better when needed. Once a session has started, we can only see your HSBCnet screens, not your password or security information.

Before starting Live Share, please read and agree to our terms and conditions. Our support agent will give you a share code, which you'll need to enter before starting the session. When a blue frame surrounds your screen, it means your Live Share session has started. You can end it at any time by selecting 'End Session' or by closing the Live Share screen or your browser.

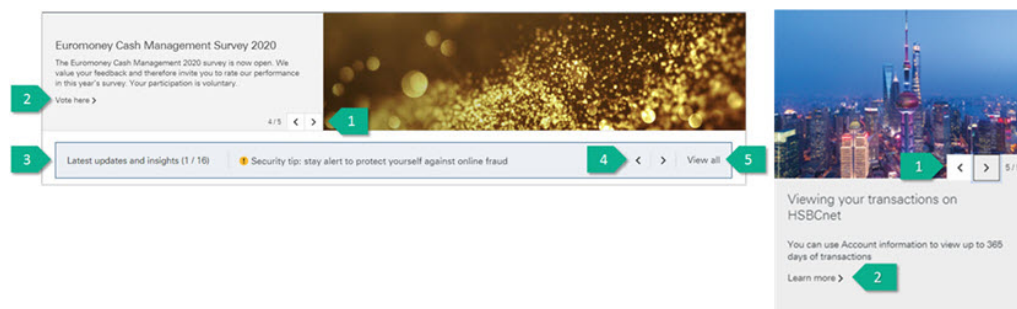
Note: Our agents will never call you and ask you to Live Share. Live Share may not be available in your country.



Banner

Depending on your HSBCnet experience, the banner is either at the top or on the side of your HSBCnet home page. They are regularly updated and provide you with the latest information about features and services; coming soon, recently introduced or available now on HSBCnet.

The banners are customised to the services you have access to, so you will only see what is important to you.



1. Use the control arrows to scroll through each item in the banner.
2. Interested in something? Get more details by selecting the article link.
3. Urgent or key information requiring your action, appear below the banner. You can select the title to open that article.
4. You can scroll back and forth through the articles with these navigation arrows.
5. Select 'View all' to see all articles, both read and unread. This will open a new Updates and insights window.

Updates and insights

Find out what's going on. We recommend that you regularly review these articles to ensure you're kept up-to-date on what's happening in HSBCnet.

Updates and insights will give you:

- Details about recent and upcoming system changes, along with any related actions you need to take
- Information about regulatory updates around the world and how they may impact you
- Security-related alerts to help you maintain a secure online banking experience
- Upcoming System maintenance notices

We put the number of articles you haven't looked at next to the topics and marked the new ones, so it's easy for you to find them to stay updated on all that's happening.

Here's a snapshot of what it might look like to you, but it varies for different regions and user types:

Updates and insights



For your action

Updates

9

Scheduled maintenance

1

Stay safe online

4

Did you know?

1

Archive

Updates

Our monthly newsletter is here >

NEW 02 Jul 2020

Learn more about recent and upcoming HSBCnet changes

Discover what's new in HSBCnet >

NEW 15 Jun 2020

Learn about the latest features we're introducing to improve your experience.

Client View: the Market Insights portal is launching 14 June 2020 >

NEW 09 Jun 2020

Market Insights will be replacing the Market Information Product portal

Our monthly newsletter is here >

NEW 01 Jun 2020

Stay informed about what's happening in HSBCnet

Our monthly newsletter is here >

NEW 04 May 2020

Important updates and reminders; recent and upcoming enhancements; and more

The new Transfer Agency is coming to Client View on 3 May 2020 >

NEW 29 Apr 2020