

Getting started

Executive overview

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Welcome to the HSBC*net* Getting Started Guide

This document highlights the powerful features available with HSBC*net* and provides a reference guide to operating and personalising your account.

HSBC*net* provides online access to a suite of global markets, research, cash management, securities, trade and commercial banking services presented in a format that can be personalised to meet the individual needs of our customers.

The personalisation technology built into HSBC*net* allows users to mix and match the Bank's tools to which they are entitled into combinations that best suit their online usage habits or business roles. HSBC*net* makes use of sophisticated SSL 128-bit encryption technology to deliver a highly available, secure service enforcing the use of usernames and passwords for information access and two-factor authentication for transactional services.

This guide will get you started on your HSBC*net* experience. It will walk you through logging on for the first time, the online solutions available through HSBC*net*, the system requirements, how to personalise your account, security and much more. If there is something not covered in this guide, or if you have any questions, please contact your local customer representative or e-mail us at cibmsupport@hsbc.com.

We offer greater control of your accounts with real-time information and company access.

We offer a broad range of accounts, a detailed overview of your relationship with the Bank, and access to content and ideas from across the Bank's products and services globally.

HSBC*net* currently supports English, Japanese, Korean, Simplified Chinese, Traditional Chinese, Thai, Spanish, French, Arabic and Russian.