

## How to...

### Create your new profile on HSBCnet

If you have received an invitation email from your System Administrator to set up your new profile on HSBCnet, this guide will walk you through:

- Using the link in your invitation email to begin the profile setup process.
- Setting up your profile with the correct details and security measures.
- Submitting your profile for approval by a System Administrator.

To begin setting up your HSBCnet profile, first open the email from your HSBCnet System Administrator containing the registration link. Copy and paste the whole link into the address bar of your web browser.

**Note:** Ensure you copy and paste the entire link into your browser as it contains your unique User Registration Reference.

The link from the invitation email will direct you to the HSBCnet User Registration page where you will add your information and set up an account, explained below.

#### Personal Information

When entering your Personal information, consider the following:

- The items coloured red and marked with an asterisk (\*) are mandatory and must be completed. The other information is optional.
- Enter your name and title in the Personal details section, this should be your name not the name of your company.
- Your date of birth must be entered in the format dd/mm/yyyy. Alternatively select the icon next to the field to choose the date on a calendar.
- You must confirm your date of birth as it cannot be changed once your user registration is submitted.
- Ensure your contact details are accurate. The email address you add here will be used for all future correspondence.
- The address of your workplace is optional but your Country or Region must be completed for regulatory reasons.
- Your company details should be added in the final section.

**Note:** You can hover over or tab to the 'i' symbols for further information about each field. The '?' symbols signify that more detailed help and instructions are available.

Make sure you review the information you have entered before moving on to the next step. Select the **Continue** button to proceed.

## Personal Information details

**HSBCnet**

User Registration

1. Personal Information > 2. Log on Information > 3. Security Information > 4. Review > 5. Terms and Conditions > 6. Acknowledgement

HSBCnet provides online access to a suite of global markets, cash management, securities, trade, and commercial banking services. It does not provide access to Business Internet Banking or Personal Internet Banking services.

Note: Mandatory fields are marked with an asterisk(\*)

**Personal preferences**

Please note that our Internet services may not yet be available in your preferred language, in which case they will be displayed in English. We will add more languages over time, and content in your preferred language will automatically display when it becomes available.

Preferred language:

**Personal details**

Title \*

First name \*

Last name \*

Middle names

Date of birth (dd/mm/yyyy) \*

Confirm date of birth (dd/mm/yyyy) \*

Please note the Date of birth cannot be changed after your user registration is submitted.

**Contact details**

Work email address \*

Confirm work email address \*

Work telephone number \*

**Address of your workplace**

Please state the address of your current workplace location.

Address line 1

Address line 2

City

Country / state

Postal code / ZIP code

Country / region \*

**Company details**

Company name \*

Location of incorporation \*

Bank business unit you primarily deal with \*

First and last names of your contact \*

## Log on information

Provide your **Log on information** to keep your profile secure, this includes:

a. A username:

Your Username will appear on your profile and will be needed when logging on to HSBCnet. You should set up a username that is easy for you to remember. This needs to be unique and cannot be changed once you have registered for HSBCnet. However, if you are happy with the username you have been assigned, you can leave it as it is.

b. A memorable question and answer:

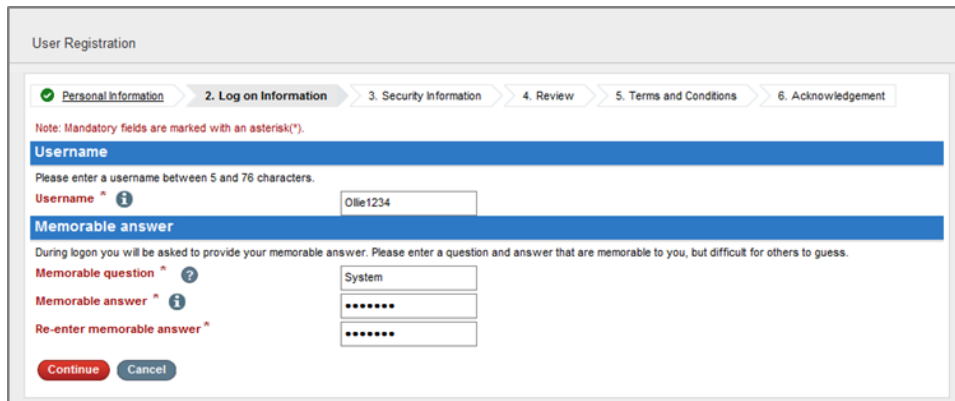
The memorable answer that you provide at this stage will not be visible to anyone other than yourself. System Administrators do not have access to view or modify this information.

c. A password for logging on to HSBCnet:

When you create your password avoid using anything that may be easily guessed, for example, avoid using your name, username or company name. It is vital you remember this password as you will need it to logon to HSBCnet for the first time.

Select the **Continue** to proceed.

## Log on information details

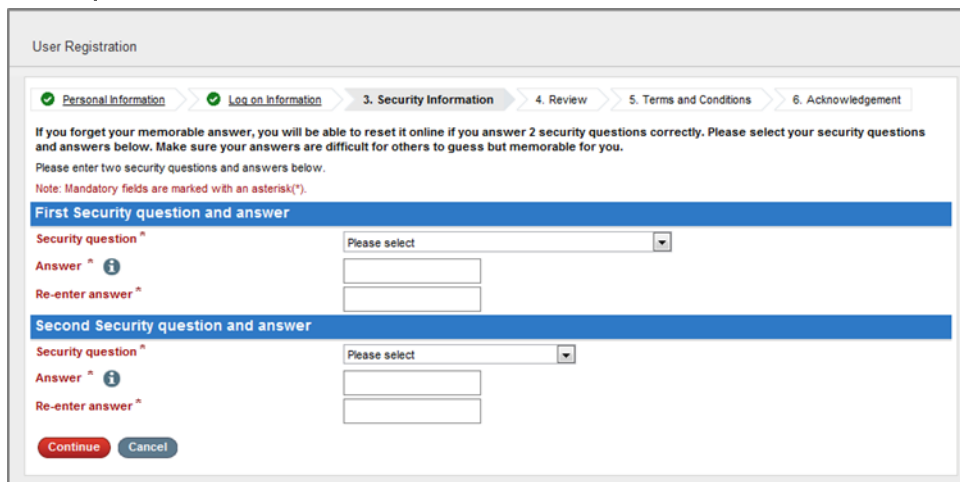


## Security Information

Security questions are used to provide a secondary method of user verification. This helps to protect your personal information. Security questions and answers are designed to be memorable to you but hard for anyone else to guess. Remember, for added security avoid using anything that has already been entered, your username or name should not be used as answers as they could be easily guessed by unauthorised users.

Select the **Continue** button to proceed.

## Security information details



## Review

The Review page gives you the opportunity to review all of the information you entered in the previous stages. Double checking the information is vital as certain fields cannot be altered after completing this process. If there are any changes needed, select the appropriate link to update the information.

Review and confirm all information entered and select the **Continue** button to proceed.

## Review details

User Registration

✔ Personal Information
 ✔ Log on Information
 ✔ Security Information
 4. Review
5. Terms and Conditions
6. Acknowledgement

i Please note the date of birth cannot be changed after your user registration is submitted. Please review all information before submit.

Personal details			
Title	Mr	Middle names	
First name	ABC	Date of birth	01/05/1985
Last name	XYZ	Preferred language	English

Contact details			
Work email address	xyz@hbc.ca	Work telephone number	001 123 1234567

**Address of your workplace**

Address line 1

Address line 2

City

County / state

Postal code / ZIP code

Country / region CANADA

Company details			
Company name	ABC Inc.	Location of incorporation	CANADA
Bank business unit you primarily deal with	Global Markets	First and last names of your contact	John Smith

Logon information	
Username	Oile1234
Memorable question	System

Security Information	
First Security question	Name the most unforgettable teacher from your school days
Second Security question	Name a memorable city or country?

Continue
Cancel

## Terms and Conditions

Make sure you have read the Terms and Conditions on this page. This is also your last opportunity to make any changes to your profile, you can do this by selecting one of the subheadings at the top of this page to revert back to the relevant step.

If all of the information you have provided is correct and you are happy to accept the terms and conditions, select the **Accept and Submit** button.

## Terms and Conditions details

User Registration

Personal Information Log on Information Security Information Review **5. Terms and Conditions** 6. Acknowledgement

To proceed with your registration, we require you to read the HSBC Data Protection and Privacy Policy statement. Please review carefully and confirm your acceptance of its contents by choosing the 'Accept' button at the end of the statement.

**PRIVACY AND DATA PROTECTION STATEMENT**

HSBC's business has been built on trust between us and our customers. To preserve the confidentiality of all information you provide to us, we commit to the following in relation to such information:

- HSBC will only collect the information that it believes to be relevant and required to understand the customer's financial needs and to conduct HSBC's business.
- HSBC will use the information to provide customers with better customer services and products.
- HSBC may pass the information to other HSBC Group companies or agents, as permitted by law.
- HSBC will not disclose the information to any external organisation unless HSBC have customer consent or are required by law or have previously informed the customer.
- HSBC may be required, from time to time, to disclose the information to Governmental or judicial bodies or agencies or HSBC's regulators but HSBC will only do so under proper authority.
- HSBC aim to keep the information up-to-date.
- HSBC maintain strict security systems designed to prevent unauthorised access to the information by anyone, including HSBC staff.
- All HSBC group companies, or HSBC staff and all third parties with permitted access to the information are specifically required to observe HSBC's confidentiality obligations.

References above to 'information' shall be deemed to include personal data.

By maintaining our commitment to these principles, we will ensure that we respect the inherent trust that you place in HSBC.

Your personal data may be disclosed or transferred worldwide to agents or third parties authorised to act on our behalf or other members of the HSBC Group or to third parties including our subcontractors, for the purposes of: providing services to the company/organisation that you represent and/or for servicing and/or developing our relationship with that company/organisation or you, verifying your identity, preventing and detecting crime and complying with appropriate governmental and non-governmental regulators or ombudsmen.

By accepting the Terms and Conditions, you shall be treated as having consented to the disclosure, processing, storage and transfer of your personal data in the manner described above.

**Cookies**

You should read our [Cookie Policy](#) to find out more about how HSBC and our trusted partners use cookies, which is relevant to your online security. We use cookies to make our website more secure and easier to use.

**Accept and Submit** **Cancel**

## Acknowledgement

Once you have submitted the registration you will see an acknowledgement screen.

## Acknowledgement details

User Registration

Personal Information Log on Information Security Information Review **Terms and Conditions** Acknowledgement

Thank you for your interest in HSBCnet. Our client registration team will contact you as soon as we have activated your personal page.

**Registration successful**

Your username is Olle1234

Your memorable question is System

Your security information reset questions are :

Security question 1 Name the most unforgettable teacher from your school days

Security question 2 Name a memorable city or country?

**Close**

The final stage in the process is for your HSBCnet System Administrator to authorise your registration. Your account will become active once this approval is provided.