## Table of Contents

- Key functionalities / Download App 03
- Registration steps 04-09
- Log on with Fingerprint ID or Face ID 10
- Your Cards and Transactions 11
- View PIN 12
- Your Profile and Settings 13
- Help and Support 14
- Troubleshooting 15
HSBC Corporate Cards Mobile App
A convenient and secure way to manage your corporate card transactions on your mobile

Key functionalities
◆ Your self-service mobile channel for card insights and transaction views
◆ Access securely via biometric identification
◆ View transaction details including foreign exchange rates and merchant details
◆ View your PIN
◆ View your credit limit
◆ Monitor your current and available balance
◆ Add and view multiple cards and their transaction details
◆ Access HSBC customer service details
◆ Available in 5 languages (English, Italian, Spanish, French, German)

https://www.business.hsbc.com/corporate-cards/mobileapp
HSBC Corporate Cards Mobile App
Registration process - Summary

1. Download Corporate Cards App
2. Open App and choose Setup option
3. Enter your business email address and date of birth
4. Enter 16 digits of your HSBC Corporate Card and the expiry date
5. Receive a Verification code via SMS and enter it
6. Enter the Activation code:
   • Code is included on your card letter (card applications approved after 8th December 2022)
   • Code can be obtained by calling HSBC Corporate Cards customer service.
7. Create your credentials (username, password, passcode).
8. Setup is now completed.

➢ We recommend to activate Face ID/Touch ID or Fingerprint ID to login securely.
Welcome page
◆ Click setup

You will need an Activation code.
◆ This can be found on the letter sent along with your card, or you can call HSBC customer service at the displayed numbers to obtain it

Enter a few details about you
◆ Valid email address - This should be the email linked to your HSBC Corporate Card (your work email).
◆ Click Continue

TIP: If you don’t know which email is linked to your Corporate Card, call the number on the back of your card or contact your company card administrator.
Enter your date of birth in format DD/MM/YYYY
Click continue

Now link your HSBC Corporate Card
Enter the 16 digits number printed on your card
Enter the expiry date printed on your card in format MM/YY
Click continue

TIP: if your details are not recognised, please call the number on the back of your card to speak to HSBC Customer service.
HSBC Corporate Cards Mobile App
Registration process - Get a Verification code (one-off task)

You will need to receive a one-time Verification code via SMS text message
◆ Click Continue.

Your Verification code
◆ Enter the code you have received

TIP: if code is not received you can request a new one; if not received within 10 minutes, there’s a chance the details entered may be wrong. In this case, call the number on the back of your card to speak to HSBC Customer service.
HSBC Corporate Cards Mobile App
Registration process - Enter Activation code (one-off task)

Enter Activation code

- The Activation code can be found on the letter sent along with your card, or you can call HSBC customer service at the displayed numbers to obtain it.
HSBC Corporate Cards Mobile App
Create your credentials

- Setup your security questions and answers
- Choose a username
- You can use your email address
- Min. 6/Max. 30 characters
- Special characters allowed are _ ' . -
- Create and confirm your password
- Min. 8/Max. 30 characters
- Uppercase and lowercase characters required + numerical digits required
- Special characters allowed are $ ! ? * _ - @ .
- Create a passcode
- Setup is completed.
HSBC Corporate Cards Mobile App
Biometric authentication - Log on with Fingerprint (Android) or Face ID (iOS)

- You can access the App via Fingerprint ID from your Android device or Face ID/Touch ID from your iOS device
- Enter your passcode
- Click Enable Fingerprint (Android)
  or
- Click Enable Face ID (iOS)

You can also decide to set this up later on under Settings.
HSBC Corporate Cards Mobile App
Your Cards and Transactions

- You can add multiple HSBC Corporate or Purchasing cards to your profile

Under each card you will find:
- Your Current balance
- The Credit limit assigned to your card
- Your Available credit limit

A list of transactions charged on the card, including details like Transaction date, amount, currency, merchant name.

By clicking on each transaction, you will access additional details like Merchant Category and Transaction Posting date.
Click **Manage card** and then **View PIN** to access your PIN.

**Note:** PIN can only be changed for UK-issued cards at UK ATMs, if the ATM bank allows PIN services.
HSBC Corporate Cards Mobile App
Profile and Settings

Under this section, you can

- Change your password
- Change your passcode
- Enable Face ID
- Access Help and Support section (see next slide)
- View Terms and conditions
- Change language (English, Italian, Spanish, French, German)
- Log out
- Forget this device
In the Help and Support section, you will find


- If you need to speak to HSBC, choose Contact us, and you will find the local and international phone numbers of our Customer Support team. When calling, please make sure to have your full HSBC Corporate Card number at hand.

- The MiVision option will open a browser page, directing you to the MiVision smartphone-optimised login page. Access the platform by using your separate MiVision credentials.
HSBC Corporate Cards Mobile App
Troubleshooting

- Q: Which email address should I use to register on HSBC Corporate Card App?
  A: Usually this is the business email address you have used to apply for your HSBC Corporate Card. If you are unsure, please contact HSBC Customer Support team at the number printed on the back of your card, or contact your company card programme Administrator.

- Q: The card number/expiry date I have entered is not recognised
  A: Please double check that you have entered correct details. If still not working, please contact HSBC Customer Support team at the number printed on the back of your card, or contact your company card programme Administrator.

- Q: I requested a Verification code, but I haven’t received it
  A: You can ask the App to resend the verification code SMS. If a new SMS code is still not received within 10 minutes, there’s a chance your details may be wrong. In which case, please contact HSBC Customer Support team at the number printed on the back of your card.

- Q: How do I access my Activation code?
  A: The Activation code can be found on the letter you received along with your card (if received after 8th December 2022); otherwise please contact HSBC Customer Support team at the number printed on the back of your card, our operator will provide you with the Activation code.

- Q: I forgot my passcode
  A: Click “Forgot your passcode?”, then log on with your username and password to reset it.

- Q: I forgot my password
  A: Click “Forgotten password”. We will send you a code and you will be able to reset your password.

- Q: Can I enable Fingerprint ID / Touch ID / Face ID biometric authentication?
  A: Yes, biometric authentication can be enabled as part of the registration process or later under Profile and Settings.

- Q: Can I edit PIN on the App or change my PIN somehow?
  A: App does not allow edit/change PIN functionality. PIN can only be changed for UK-issued cards at UK ATMs, if the ATM bank is enabling PIN change service.
Important notice

This document has been prepared by HSBC Bank plc (‘HSBC’) for information purposes only. By receiving this document the recipient agrees to keep confidential at all times information contained in it. This document, except with the prior written consent of HSBC, shall not be copied, reproduced, distributed, communicated or disclosed in whole or in part by recipients to clients of HSBC or to any other person.

Certain information used in preparing this document may be obtained from publicly available sources or proprietary data believed to be reliable and has not been independently verified by HSBC or any of its group undertakings or affiliates. The information in this document does not purport to be comprehensive and has not been independently verified by HSBC or any of its group undertakings or affiliates or any of their respective directors, officers, employees, agents or affiliates. Except in the case of fraudulent misrepresentation, no responsibility or liability is accepted by HSBC or any of its group undertakings or affiliates or by any of their respective directors, officers, employees, affiliates or agents as to or in relation to the accuracy, completeness or sufficiency of this document or any other written or oral information made available to any interested party or its advisers or for any loss whatsoever arising from or in connection with use of or reliance on this document and any such liability is expressly disclaimed. Nothing in this document should be relied upon as a promise or representation as to the future. No undertaking is given to provide the recipient with access to any additional information or to update this document or any additional information or to correct any inaccuracies in it which may become apparent.

This document is intended for the use of clients who are professional clients or eligible counterparties under the rules of the FCA only and is not intended for retail clients. This document is intended to be distributed in its entirety. Reproduction of this document, in whole or in part, or disclosure of any of its contents, without prior consent of HSBC or any associate, is prohibited. Unless governing law permits otherwise, you must contact a HSBC Group member in your home jurisdiction if you wish to use HSBC Group services in effecting a transaction in any investment mentioned in this document. Nothing herein excludes or restricts any duty or liability of HSBC to a customer under the Financial Services and Markets Act 2000 or the rules of the FCA.

HSBC Bank plc

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Registered in England No. 14259

Registered Office: 8 Canada Square, London, E14 5HQ, United Kingdom

Member of HSBC Group