

Global Payments Solutions Corporate Cards Europe

HSBC Corporate Cards Mobile App User Guide



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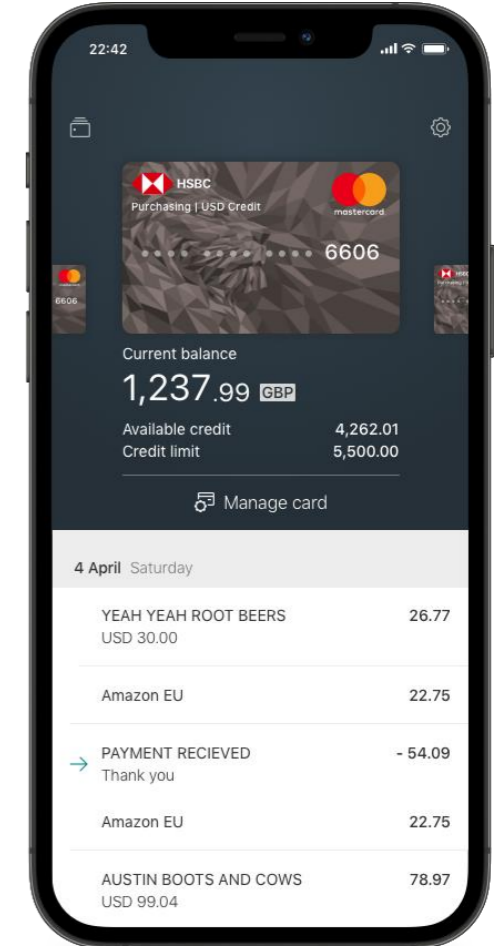
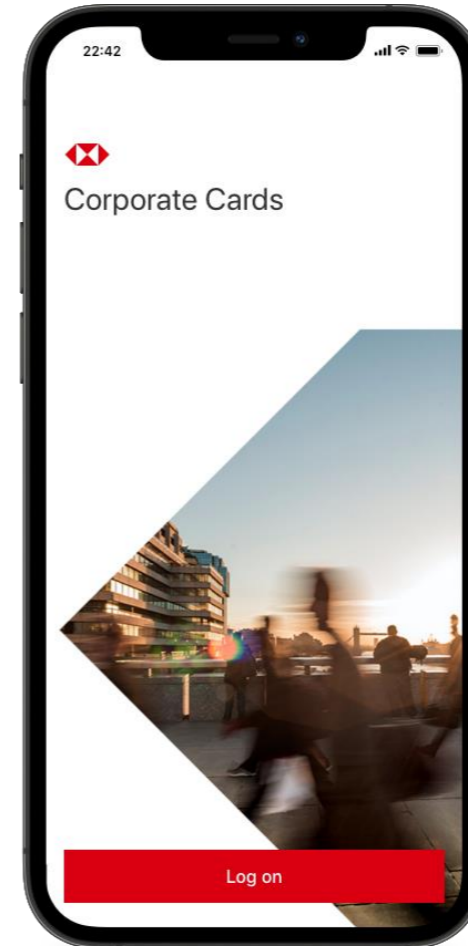
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HSBC Corporate Cards Mobile App

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

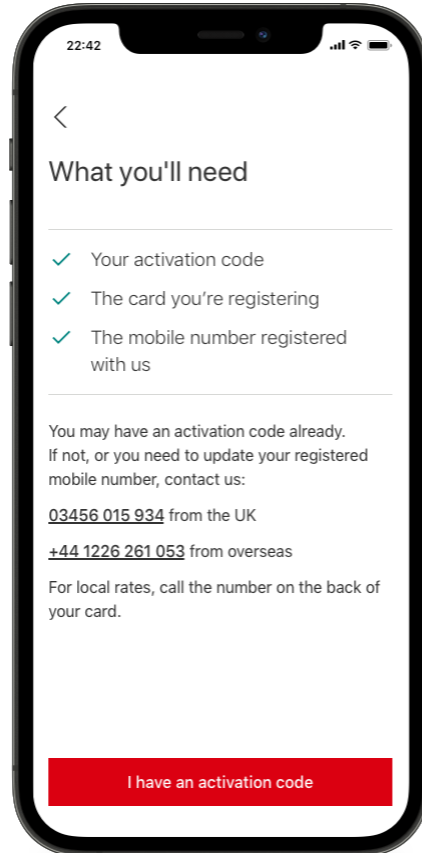
1. Download Corporate Cards App
 2. Open App and choose Setup option
 3. Enter your business email address and date of birth
 4. Enter 16 digits of your HSBC Corporate Card and the expiry date
 5. Receive a **Verification** code via SMS and enter it
 6. Enter the **Activation** code:
 - Code is included 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.**

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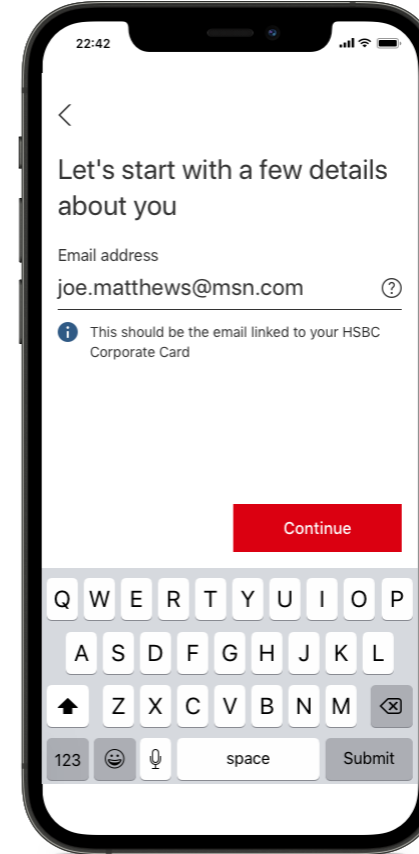
Registration process - Enter your details



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

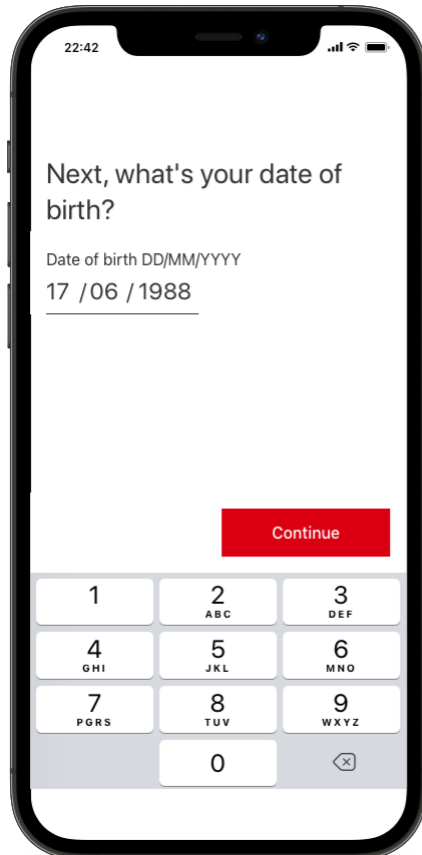


Enter a few details about you
◆ Valid email address - This should be the email linked to your HSBC Corporate Card (your work email).
◆ Click Continue

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.

HSBC Corporate Cards Mobile App

Registration process - Enter your details continued



22:42

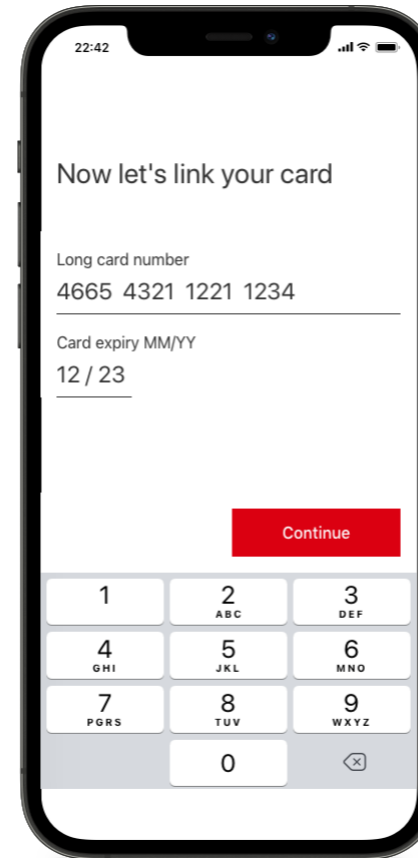
Next, what's your date of birth?

Date of birth DD/MM/YYYY
17 /06 /1988

Continue

1 2 3
ABC DEF
4 5 6
GHI JKL MNO
7 8 9
PQRS TUV WXYZ
0

- ◆ Enter your date of birth in format DD/MM/YYYY
- ◆ Click continue



22:42

Now let's link your card

Long card number
4665 4321 1221 1234

Card expiry MM/YY
12 / 23

Continue

1 2 3
ABC DEF
4 5 6
GHI JKL MNO
7 8 9
PQRS TUV WXYZ
0

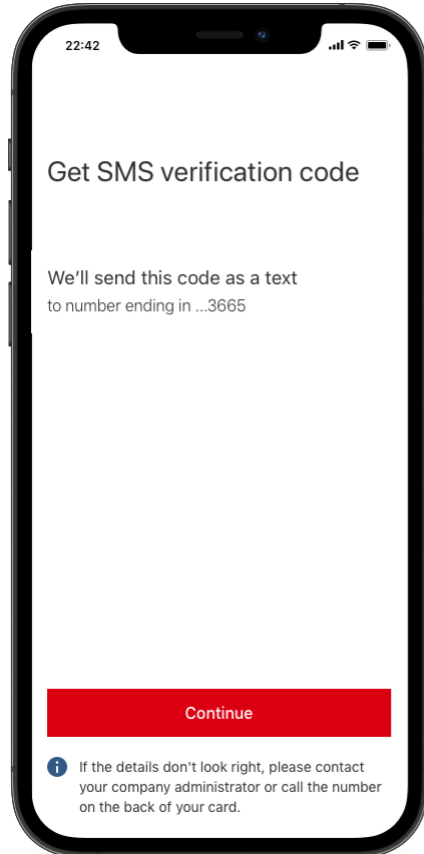
Now link your HSBC Corporate Card

- ◆ 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.

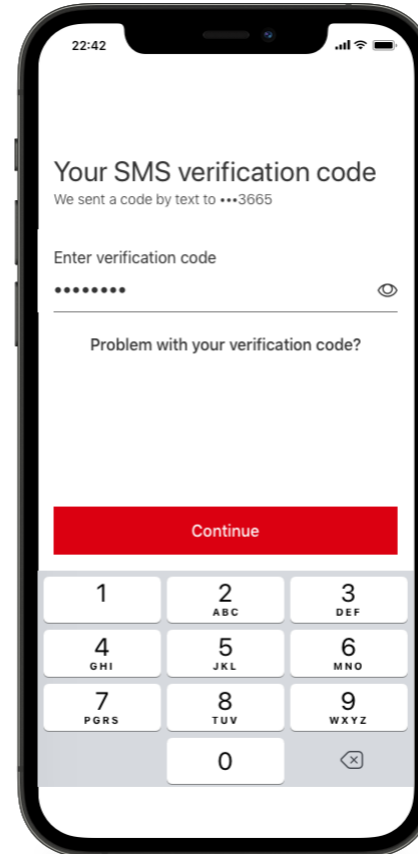
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Registration process - Get a Verification code (one-off task)



You will need to receive a one-time Verification code via SMS text message

- ◆ Click Continue.



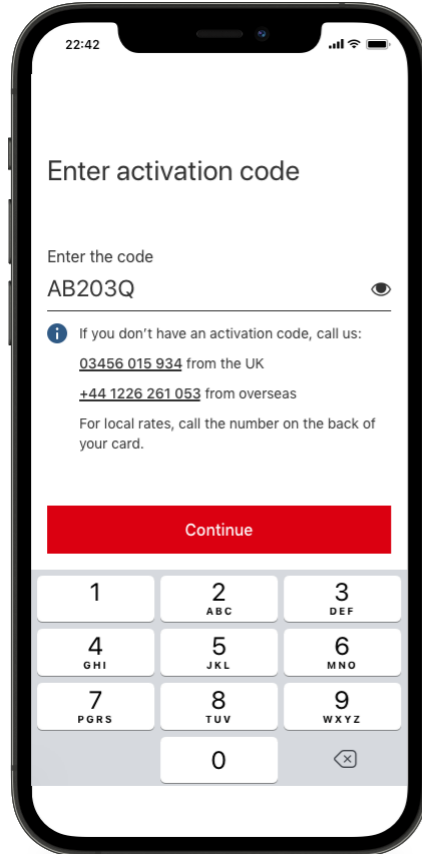
Your Verification code

- ◆ 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.

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Registration process - Enter Activation code (one-off task)

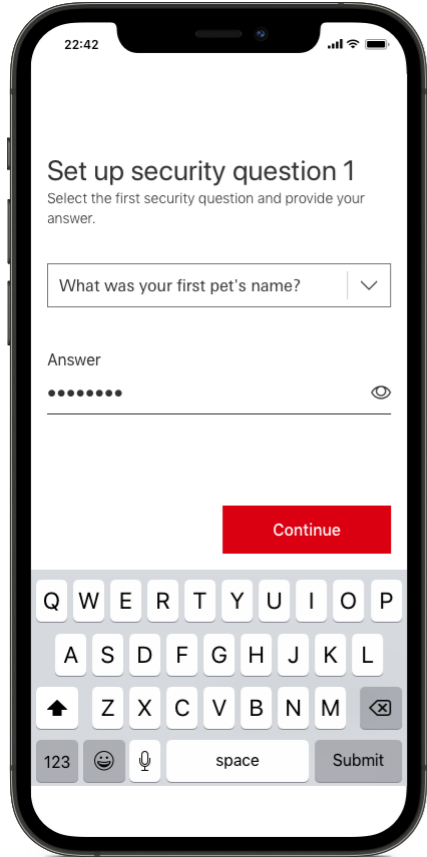


Enter Activation code

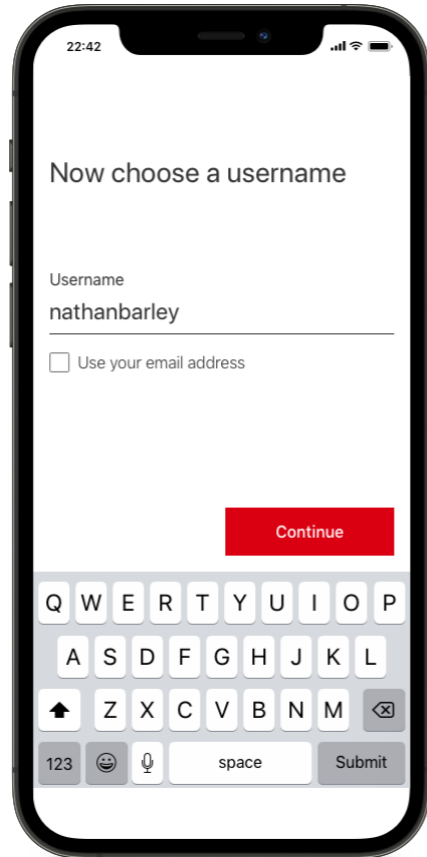
- ◆ The Activation code can be found on the letter sent along with your card, or you can call HSBC customer service at the displayed numbers to obtain it.

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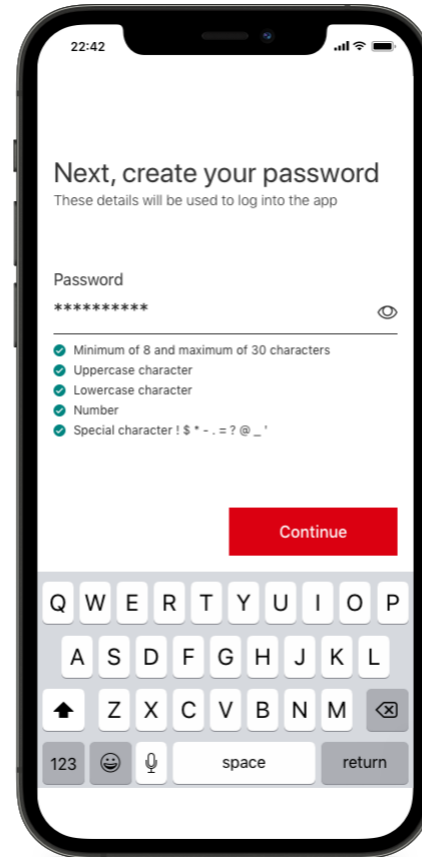
Create your credentials



- ◆ Setup your security questions and answers

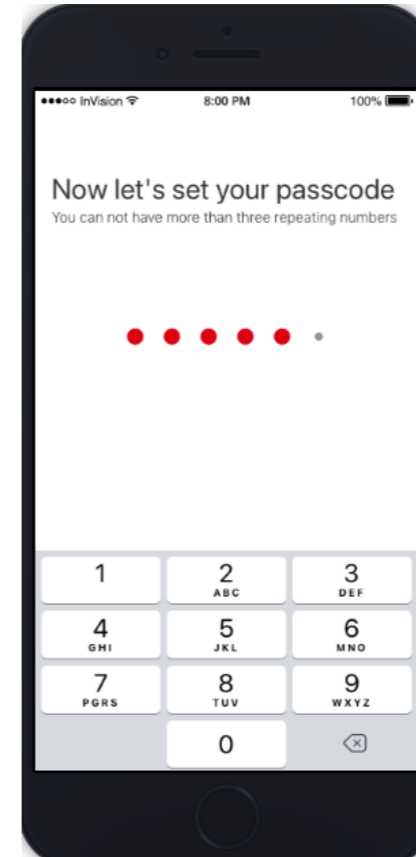


- ◆ Choose a username
- ◆ You can use your email address
- ◆ Min. 6/Max. 30 characters
- ◆ Special characters allowed are _ ' . -

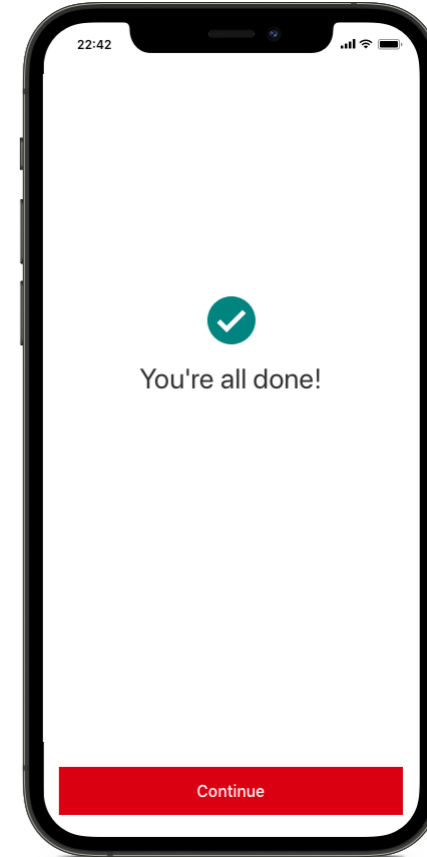


- ◆ Create and confirm your password
- ◆ Min. 8/Max. 30 characters
- ◆ Uppercase and lower case characters required + numerical digits required
- ◆ Special characters allowed are \$! ? * _ - . = @ ' . -

9



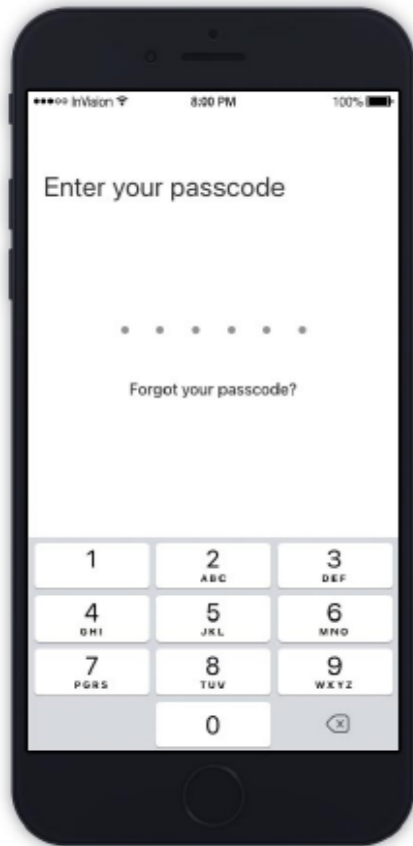
- ◆ Create a passcode



- ✓ Setup is completed.

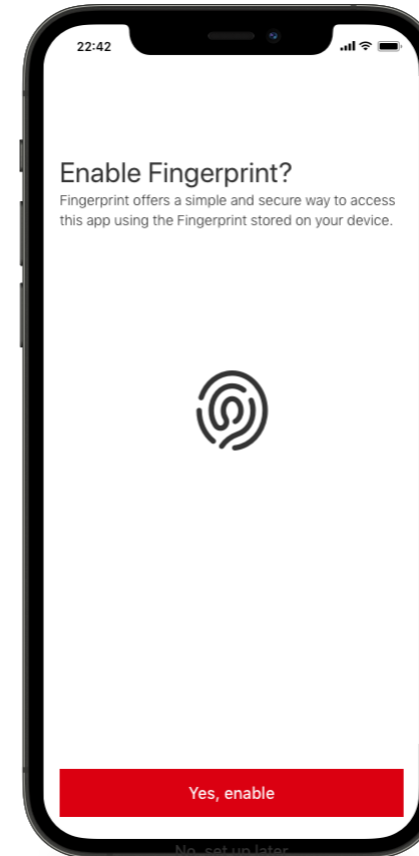
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Biometric authentication - Log on with Fingerprint (Android) or Face ID (iOS)



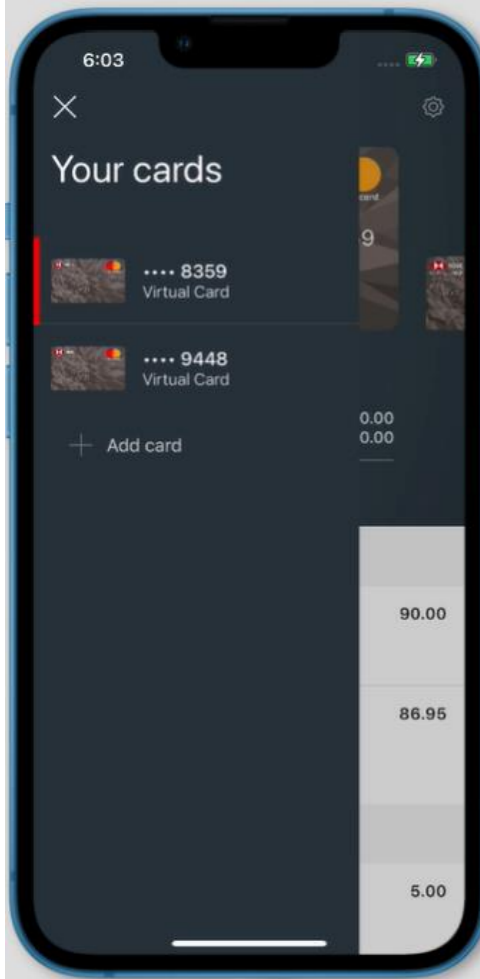
- ◆ You can access the App via Fingerprint ID from your Android device or Face ID/Touch ID from your iOS device
 - ◆ Enter your passcode
 - ◆ Click Enable Fingerprint (Android)
- or
- ◆ Click Enable Face ID (iOS)

You can also decide to set this up later on under Settings.

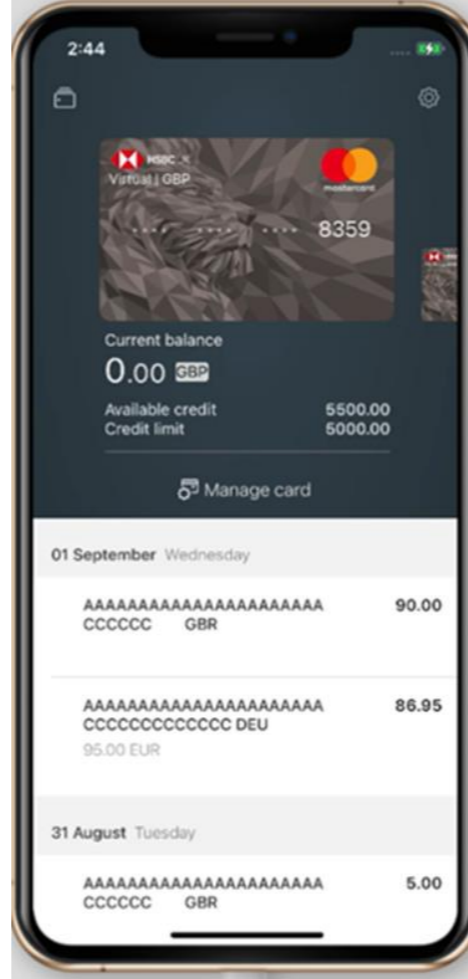


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Your Cards and Transactions



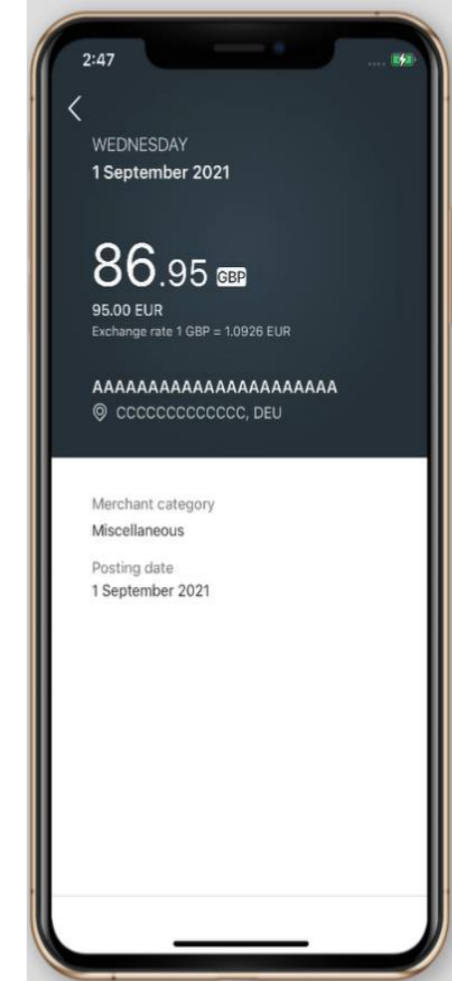
- ◆ You can add multiple HSBC Corporate or Purchasing cards to your profile



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.

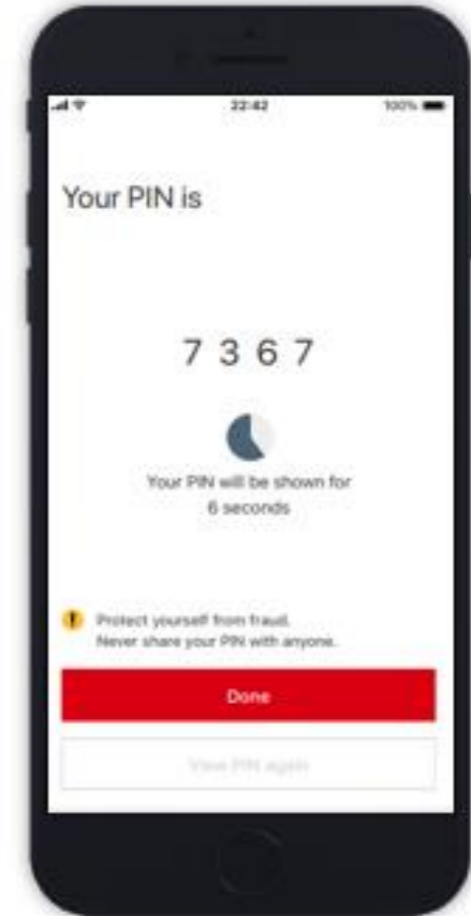
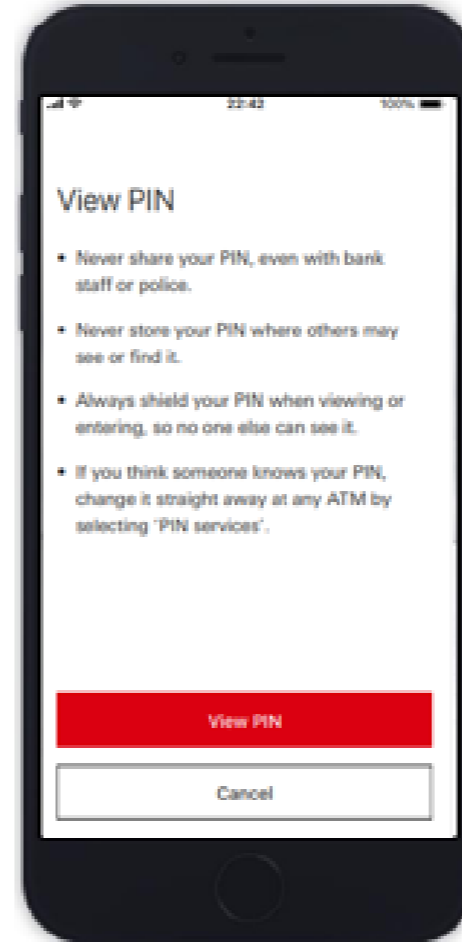
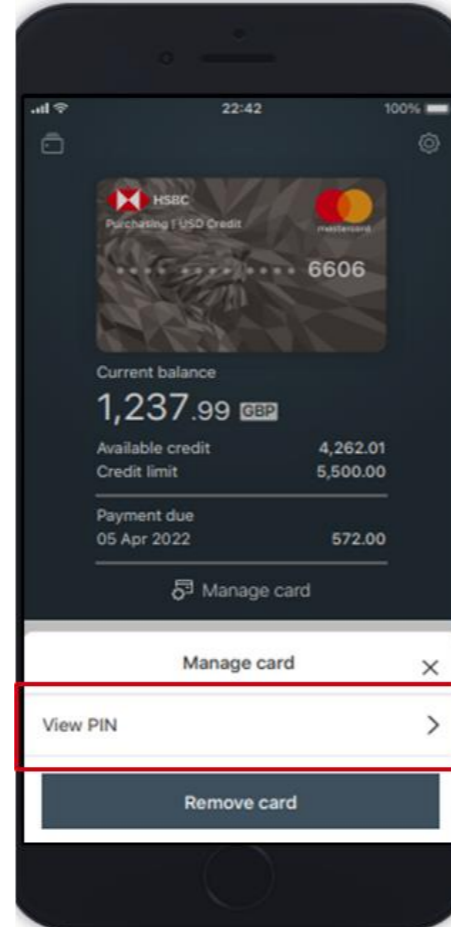
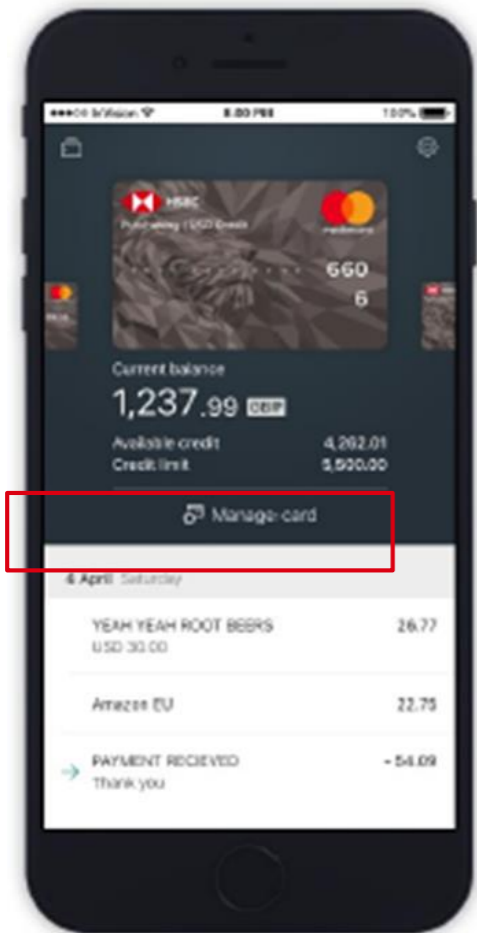


By clicking on each transaction, you will access additional details like Merchant Category and Transaction Posting date

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View PIN

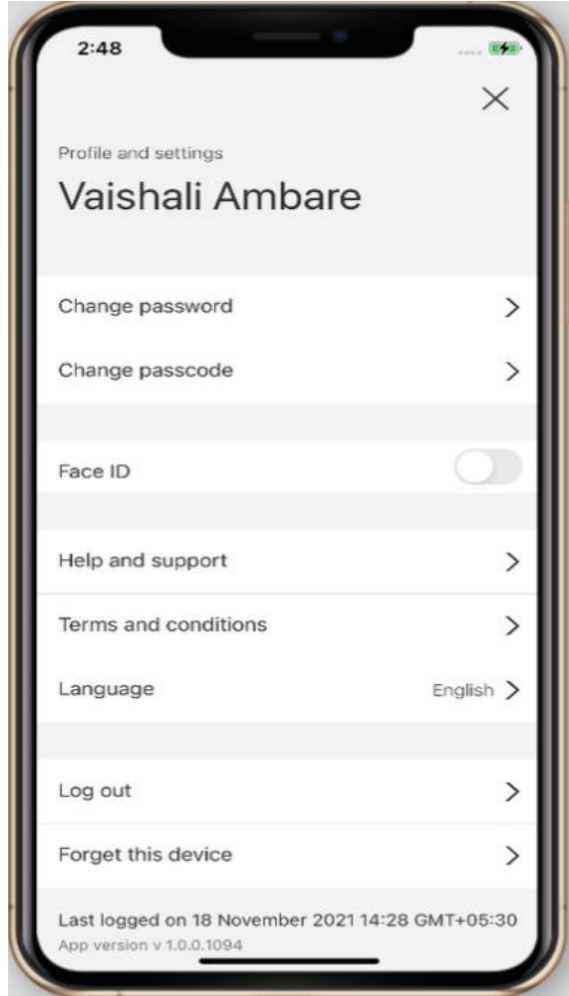
Click **Manage card** and then **View PIN** to access your PIN.



Note: PIN can only be changed for UK-issued cards at UK ATMs, if the ATM bank allows PIN services.

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Profile and Settings

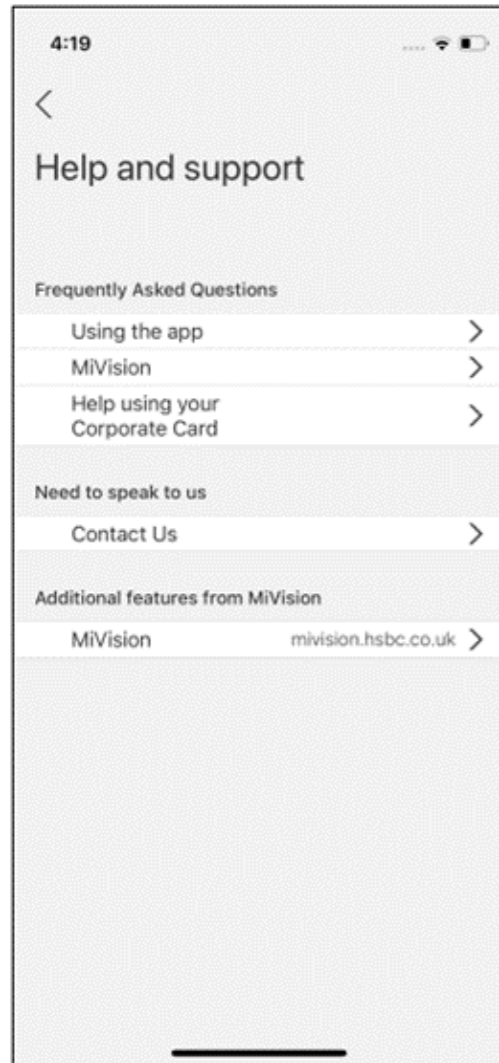


Under this section, you can

- ◆ 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

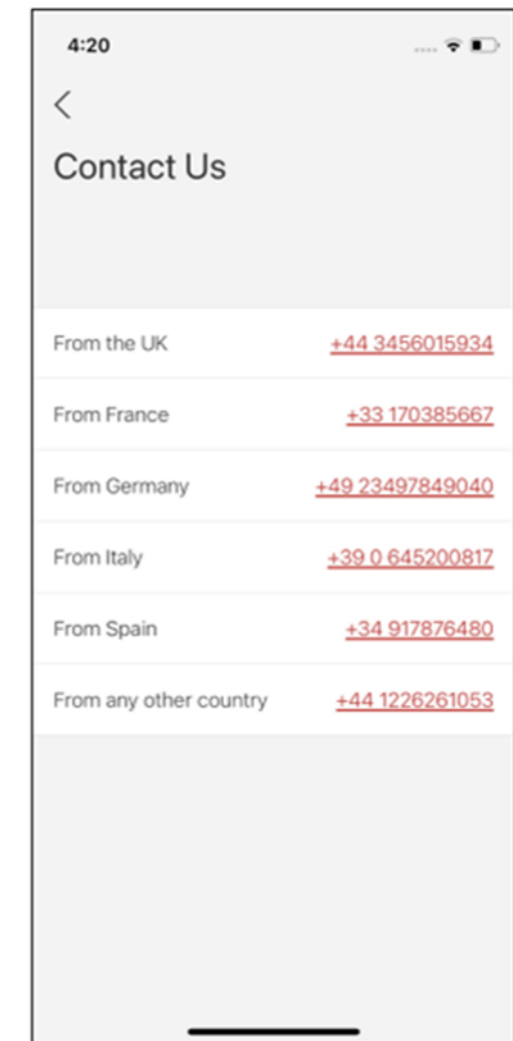
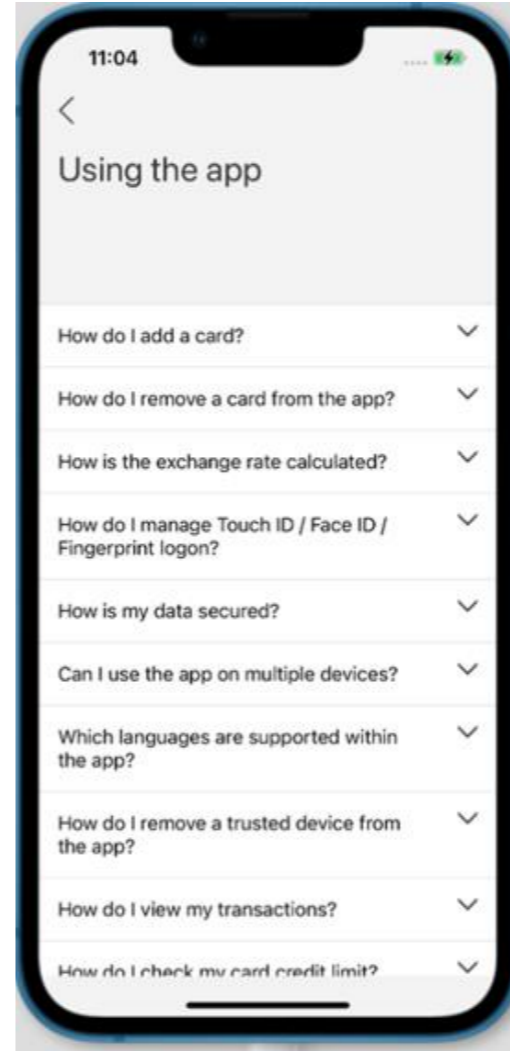
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Help and Support



In the Help and Support section, you will find

- ◆ useful Frequently Asked Questions, to guide you in using our App.
- ◆ 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 8thDecember 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.



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