

HSBC FPX Journey

Step 1 - Customer performs payment checkout and chooses FPX Payment with HSBC.

Step 2 – FPX gateway redirects to HSBC Internet Banking Login Page. Customer is required to enter HSBC Personal Internet Banking username.


Welcome to online@hsbc

Username/Internet Banking ID

Username:

Step 3 – Customers will be prompted with two (2) options to login.

A. **Login with Passwords** – Customers will need to enter the Primary Password and selected characters of the Secondary Password.

HSBC 

Welcome to online@hsbc

Login with your Passwords

Enter Password

Password

Enter Secondary Password

Enter the **FIRST**, **SECOND** and **FIFTH** characters of your Secondary Password.

Secondary Password:

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Note:

For FPX transactions **RM 10,000.00 and below**, customers are allowed to login using secondary password.

For FPX transactions **above RM 10,000.00**, customers will **ONLY** be prompted to login with security device.

Welcome to online@hsbc

Username/Internet Banking ID

Username:

B. **Login With Security Device** – Customers will need to enter password and security code generated from the security device.






Login with your Security Device

Enter Password
Enter your password:

Enter security code
Generate and enter the six digit security code

How to generate a security code

		
Step 1 Press and hold the  button to turn on your Security Device. Then enter your Security Device PIN.	Step 2 Once the "HSBC" welcome screen is displayed, press the  button again. This will generate the security code.	Step 3 Enter the security code shown on your device below.

Security code: [Cancel](#) [Continue](#)

Step 4 – Customer is required to select account or credit card to pay from.

Pay a FPX Bill

From/To	
From account:	<input type="text" value="300-666666-333 MYR Basic Savings Account"/> Check balance
	300-666666-333 MYR Basic Savings Account
Payee name:	100-111111-123 ABC Trading

Payment	
Date and Time:	24/08/2018 14:07:16
FPX Transaction ID:	1808241407330219
Seller Order Number:	9185797327542669552
Transaction Amount:	MYR 20.00
Fee Amount:	MYR 0.00
GST Amount:	MYR 0.00

Details	
For your account:	<input type="text" value="handphone"/>

[Pay](#) [Cancel](#)

SCENARIO 1: Login with Passwords

Step 4.1.1 – Customer is required to review transaction details before confirming.

Pay a FPX Bill - Review

From/To	
From account:	300-666666-333 MYR Basic Savings Account
Payee name:	100-1111111-123 ABC Trading

Payment	
Date and Time:	24/08/2018 14:07:16
FPX Transaction ID:	1808241407330219
Seller Order Number:	9185797327542669552
Transaction Amount:	MYR 20.00
Fee Amount:	MYR 0.00
GST Amount:	MYR 0.00

Details	
For your account:	handphone

Step 4.1.2 - One Time Password (OTP) will be sent to the customer's registered mobile phone via SMS. This OTP will expire after five (5) minutes.

SMS content: RM0.00 HSBC: ID is #XXX. Your FPX purchase OTP request is XXXXXX.

Step 4.1.3 - Customer enters the OTP and completes payment.

Pay a FPX Bill

Enter your authorization code	
Please enter the authorization code which you have received in the SMS containing ID#617 and click "Continue".	
The SMS has been sent to your mobile: 012***4567. Please update your mobile number if the mobile number is incorrect / not updated.	
Authorization code:	<input type="text"/>

SCENARIO 2: Login with Security Device

Step 4.2.1 - Customer is required to review transaction details AND enter a Transaction Signing Code generated via Security Device.

Pay a FPX Bill


From/To	
From account:	300-666666-333 MYR Basic Savings Account <input type="button" value="v"/>
	<input type="button" value="Check balance"/>
	300-666666-333 MYR Basic Savings Account
Payee name:	100-1111111-123 ABC Trading

Payment	
Date and Time:	06/09/2016 09:42:42
FPX Transaction ID:	1809060942470033
Seller Order Number:	3450907265919035365
Transaction Amount:	MYR 20.00
Fee Amount:	MYR 0.00



Details	
For your account:	handphone <input type="button" value="x"/>

How to generate a transaction signing code



Activate Press  Enter PIN



Generate Press  Enter last 8 digits of FPX Transaction ID Press  again



Read Transaction Signing Code as displayed

Transaction Signing Code: 

Step 4.2.2 – Customer verifies transaction details and confirm payment.

Pay a FPX Bill - Review

From/To	
From account:	300-666666-333 MYR Basic Savings Account
Payee name:	100-1111111-123 ABC Trading

Payment	
Date and Time:	06/09/2018 09:42:42
FPX Transaction ID:	1809060942470033
Seller Order Number:	3450907265919035365
Transaction Amount:	MYR 20.00

Details	
For your account:	handphone

Step 5 – Payment successful and customer will be redirected to FPX screen.

Pay a FPX Bill - Acknowledgement

From/To	
From account:	300-666666-333 MYR Basic Savings Account
Payee name:	100-1111111-123 ABC Trading

Payment	
Date and Time:	06/09/2018 09:42:42
FPX Transaction ID:	1809060942470033
Seller Order Number:	3450907265919035365
Transaction Amount:	MYR 20.00
Fee Amount:	MYR 0.00

Details	
For your account:	handphone

Transaction reference	
Number:	120825X28

Important Note	
<ol style="list-style-type: none">1. Your account has been deducted.2. This is not the final confirmation of your payment. Please check with your merchant for final status confirmation.3. Please click on the 'Log Off and Continue with Transaction' button below and DO NOT close the browser until final receipt is displayed.	

You will be redirected to FPX in 7 seconds.

-END-