

## Migration of DBKL Bill Payment Service via 'Pay a Bill' to JomPAY

19 November 2019

Dear Valued Customer,

Effective 9 December 2019, kindly note that bill payments to Dewan Bandaraya Kuala Lumpur (DBKL) can no longer be performed via 'Pay a Bill' option available on HSBC Online Banking or Mobile Banking.

Nevertheless, you may continue to pay DBKL bills via JomPAY with just a few simple steps:

### Personal Internet Banking

**Step 1** Log on to HSBC Online Banking on [www.hsbc.com.my](http://www.hsbc.com.my).

Select **'Pay and Transfer'**.

**Step 2** **(If you have previously saved DBKL as a favourite on 'Pay a bill', please proceed to Step 7\*).**

**Step 3** Select **'Add a Bill with JomPAY'**.

**Step 4** Key in the **'Biller Code, Ref-1 and Ref-2 (if applicable)'**.



**Biller Code:** 1234  
**Ref-1:** 0124007552406

JomPAY online Internet Banking and Mobile Banking with your Current, Savings or Credit Card account.


*Note that this information can be found on your bill.*

**Step 5** Proceed to generate a Transaction Signing Code with your security Device.




Press and hold the  button to turn on your security Device. Then enter your Security Device Pin.



Once you see the **'HSBC'** welcome screen, press, and hold the  button for 2 seconds until a dash appears on the screen.



Key in the last 8 digits of the service/beneficiary account number, then press the  button again to generate your 6-digit **Transaction Signing Code**.

**Step 6** Enter your Transaction Signing Code on the website, click **'Add'** then **'Confirm'**. You have now added a new payee with JomPAY.

**Step 7** Select **'Pay a company you've paid before'** then select the payee from the dropdown list to make your bill payment with JomPAY!

*\*To edit/delete existing payee list, select 'Maintain Payee List' > Payee Name > Update*

[Log in to pay now](#)

### HSBC Mobile Banking App

**Step 1** Log on to HSBC Mobile App.

**Step 2** Select **'JomPAY'**.

**Step 3** Enter required details and select payee.

*Note: Kindly ensure that the payee has been added via HSBC Online Banking previously, otherwise refer to step 3 to 6 shown above under Personal Internet Banking.*

**Step 4** Proceed to pay.