



Migration of Maxis Bill Payment Service via 'Pay a Bill' to JomPAY

6 September 2019

Dear Valued Customer,

Effective 30 September 2019, kindly note that bill payments to Maxis can no longer be performed via 'Pay a Bill' option available on HSBC Personal Internet Banking or Mobile Banking.

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

Personal Internet Banking

Step 1

Log on to HSBC Personal Internet Banking on www.hsbc.com.my

Step 2

Select '**Pay Bills**'.

(If you have previously saved Maxis 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 bill with JomPAY**' 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 Personal Internet Banking previously, otherwise refer to step 3 to 6 shown above under Personal Internet Banking.

Step 4

Proceed to pay.