

Touch ID - Frequently Asked Questions

What is Touch ID?

Touch ID is an easier alternative to logging onto your HSBC Mobile Banking app, using just your fingerprint instead of your HSBC Security Device.

Which platform is this available on?

Touch ID is currently only available for Apple iPhone.

Can I use Touch ID to log on to the HSBC Mobile Banking app?

To log on using Touch ID you need to have the HSBC Mobile Banking app installed on an iPhone 5s or above, running iOS 10 or above.

Can I use Face ID to log on to the HSBC Mobile Banking app?

Face ID can also be used to log on to the HSBC Mobile banking app. Your device will prompt for Face ID instead of Touch ID verification where appropriate.

Can I set up Touch ID when I register for mobile banking?

Yes. First, enable Touch ID in your device's settings and follow the instructions to save your fingerprint. You will need to setup a device passcode, if you have not done this already.

Next, start the HSBC Mobile Banking app and follow the instructions to register for mobile banking. As part of the registration process you will be asked if you want to use Touch ID.

If you delete and reinstall the HSBC Mobile Banking app, you will need to confirm your fingerprint again the next time you log on.

How do I switch to Touch ID when I am using my password to log on the HSBC Mobile Banking app?

In order to switch to Touch ID, first enable Touch ID in your device's settings and follow the instructions to save your fingerprint. You will also need to setup a device passcode, if you have not done this already. Next, start the HSBC Mobile Banking app, select log on and follow the instructions to register for mobile banking.

If my fingerprint is not recognized, can I still log onto my account?

Yes. You can still log on to the HSBC Mobile Banking app using your HSBC Security Device or your password.

Can I use Touch ID to log on if I have other people's finger prints stored on my device?

When you enable Touch ID log on, any fingerprint stored on your device – now or in the future – can be used to log on to the HSBC Mobile Banking app. In case of Biometric Authentication, you should only enable Touch ID if you are the only person who has registered fingerprints on this device. You may be responsible, either in whole or in part for any unauthorized payments made from your accounts if your fingerprints are not the only fingerprints registered on this device. You can add or remove fingerprints in your device settings.

You can add or remove fingerprints in your device settings.

How can I disable Touch ID?

There are two ways to disable Touch ID.

- Disable Touch ID in the Settings menu of the HSBC Mobile Banking app
- In your device settings, delete all registered fingerprints or delete the device passcode

Enabling Touch ID again in your device settings will also re-enable it for the HSBC Mobile Banking app.

What if my Touch ID enabled phone is lost or stolen?

As soon as possible, log on to iCloud (icloud.com) and remotely wipe your device by activating the "Find My iPhone" app, selecting the lost device and erasing the data on it.

Will my fingerprint be stored in the app or elsewhere within HSBC?

No. Your fingerprints will not be stored in the HSBC Mobile Banking app or kept within HSBC.

PUBLIC

Issued by HSBC Bank Bermuda Limited, of 37 Front Street, Hamilton Bermuda, which is licensed to conduct Banking Business by the Bermuda Monetary Authority. The Site is primarily intended for those who access it from within Bermuda. Because of this, we cannot guarantee that the Site or the information thereon complies with law or regulation of other countries, or is appropriate for use, in other places. You are wholly responsible for use of the Site by any person using your computer and you must ensure that any such person complies with these Terms. The information provided on this Site is not intended for distribution to, or use by, any person in any jurisdiction where such distribution or use would be contrary to law or regulation. This Site should not be considered as communicating any invitation or inducement to engage in banking of investment activity or any offer to buy or sell any securities or other instruments outside Bermuda.