

User guide

# Viewing your accounts online

HSBC Private Bank welcomes you to our online services.

This guide is designed to take you through each step of our logon process. It illustrates important features that will help you easily access your account and ensure the complete security of your account information.

If you have any questions, please get in touch with your HSBC Private Bank relationship manager, who will be happy to provide you with any assistance you require.

**Take greater control of your finances with HSBC Private Bank's online banking services**

- ▶ Access your HSBC Private Bank accounts from anywhere in the world at your convenience, seven days a week, 24 hours a day (subject to maintenance periods)
- ▶ View balances at close of business on the previous business day
- ▶ View and search account transactions that have occurred over the last years



## Your online services

This section of the guide shows you how to first log on and access your account.

## Getting started

- 1 Open [www.hsbcprivatebank.com](http://www.hsbcprivatebank.com) on your web browser.
- 2 Click 'Log on'.

www.hsbcprivatebank.com 1

HSBC Private Bank

Log on 2

Bank Invest Plan Exclusive Benefits

HSBC Cookie Policy  
We use cookies to give you the best possible experience on our website. Full details can be found [here](#)

Connecting Clients to Opportunities

Welcome Grow Manage Preserve

HSBC Private Bank provides tailored wealth management services to help to grow, manage and preserve your wealth. From business owners and leaders to families and trustees, we've been helping people to make the most of their assets for over 150 years.

As part of HSBC Group, one of the world's largest banking and financial services organisations, we offer a comprehensive range of wealth management services across the world's largest and fastest growing markets, to meet your personal and business needs.

About us

Need help with our new site?

It is important to note that the capital value of, and income from, any investment may go down as well as up and you may not get back the full amount invested.

Our core strengths:  
Our global network connects you with local investment knowledge, expertise and opportunities across HSBC Group.

With USD382 billion of total assets under management, HSBC Private Bank is one of the largest international private banks.

Figures accurate as of March 2014

## Getting started

Important warning: Please ensure that you are using a secured, personal electronic device that is protected by the latest security software.

- 1 Select the location you are banking from.

You may want to bookmark this page to be able to access the right logon page directly in the future.

The screenshot shows the HSBC Private Bank website interface. At the top, the URL is www.hsbcprivatebank.com. The HSBC logo and 'Private Bank' text are visible. A 'Log on' button is in the top right. A 'Private Banking Online' menu lists countries: Bermuda, France, Guernsey, Hong Kong, Luxembourg, Monaco, and Singapore. A 'Switzerland' link is highlighted with a yellow circle containing the number '1'. An 'Other services' menu includes Family Office Services, Private Wealth Solutions, Asia Online, and Training. A 'HSBC Cookie Policy' notification is present. The main content area features the headline 'Connecting Clients to Opportunities' and four navigation tabs: 'Welcome', 'Grow', 'Manage', and 'Preserve'. The 'Welcome' tab is active, displaying text about tailored wealth management services and a core strengths section. A red 'About us' button is also visible.

## Logging on

- 1 If this is the first time you are using HSBC online services, please refer to the letter containing all the activation details.
- 2 Enter your username.
- 3 Click 'Continue'.

**HSBC** Private Bank

### Welcome to Online Services

Please enter your username  
(Your username is Not case sensitive)

2  Continue > 3

First time user? **Activate Your Internet Banking Service** 1

Forgot your username?  
Please contact your relationship manager or for other inquiries click on [contact us](#).

**English version**  
Keeping your financial information secure is very important to us. We continue to maintain the highest level of online security for our clients. You can also help to maintain your online security by following the guidance provided on our [Online Security](#) page.

**French version**  
La sécurité de vos informations financières est une question très importante pour nous. Nous maintenons les plus hauts standards de sécurité de connexion internet pour nos clients. Cependant, vous pouvez également veiller à l'entretien de la sécurité de votre connexion en suivant le guide de conduite mis à votre disposition sur notre page [Sécurité Online / Security Online](#).

**Spanish version**  
Para nosotros es muy importante guardar su información financiera con la mayor seguridad posible. Continuamos manteniendo para nuestros clientes en línea, el más alto nivel de seguridad. Usted también puede ayudar a mantener su seguridad en línea, siguiendo las indicaciones propuestas en nuestra guía de seguridad. [Seguridad en línea \(Security online\)](#).

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## Account snapshot

The account snapshot provides you with a summary of all your HSBC Private Bank accounts and their associated balances. This includes liquid assets, loans and any other products, displayed in your default currency. You can see more details on a particular account by clicking on the account number.

This screen will show the balances of accounts held at HSBC International if this service has been subscribed to.

HSBC Private Bank

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# Account snapshot

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InvestmentOutlook

Our latest investment views on the global economic outlook have gone mobile

HSBC Private Bank

Date [13/11/2014](#)

## Account Snapshot In USD

Currency	Account ↳ Portfolio	Daily Balance (USD) as of 13-Nov-14	Previous Balance (USD) as of 31-Oct-14	Previous Balance (USD) as of 30-Sep-14	Previous Balance (USD) as of 31-Aug-14
USD	<a href="#">XXXX464</a>	3,859,337.06	3,840,198.82	3,828,277.08	3,872,761.97
USD	<a href="#">↳ XXXX943 PORTFOLIO 5852943</a>	3,686,808.83	3,667,954.46	3,649,018.22	3,684,259.41
USD	<a href="#">↳ XXXX188 PORTFOLIO 5794188</a>	172,528.22	172,244.36	179,258.85	188,502.56
<b>TOTAL ASSETS</b>		3,859,337.06	3,840,198.82	3,828,277.08	3,872,761.97
<b>TOTAL LIABILITIES</b>		0.00	0.00	0.00	0.00
<b>NET ASSETS</b>		3,859,337.06	3,840,198.82	3,828,277.08	3,872,761.97
<b>CONTINGENT ASSETS &amp; LIABILITIES</b>					
<b>CONTINGENT LIABILITIES</b>		-111,142.95	-111,201.25	-111,413.61	-112,822.76

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## Account summary

By clicking on one of your accounts, you are able to view details of liquid assets, advances and loans.

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## Accounts

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Portfolio XXXX943
Date 13/11/2014
Currency: [CHF](#) [GBP](#) [USD](#) [EUR](#)
[View PDF](#)

### At a glance - Portfolio XXXX943 - Portfolio 5852943

#### Portfolio summary

Asset class	31/10/2014 in USD	13/11/2014 in USD	% Acc.
Liquid Assets	235,445.20	246,589.60	6.69%
Fixed Income	1,406,014.36	1,375,946.45	37.32%
Equities	1,994,668.14	2,027,993.89	55.01%
Foreign Exchange Transactions	31,826.77	36,278.90	0.98%
<b>Total Assets <sup>1</sup></b>	<b>3,667,954.46</b>	<b>3,686,808.83</b>	<b>100.00%</b>
Total Liabilities	0.00	0.00	0.00%
<b>Net Assets</b>	<b>3,667,954.46</b>	<b>3,686,808.83</b>	<b>100.00%</b>

Amounts may change due to pending forward dated entries.

#### Allocation by currency

Amounts may change due to pending forward dated entries.

#### Portfolio activity

	MTD 31/10/2014	YTD 31/12/2013
<b>Net Assets</b>	<b>3,674,319.17</b>	<b>3,508,143.88</b>
Net cash deposits/ withdrawals		60,681.37
Net securities deposits / withdrawals		-54,224.50
Change in value	12,489.66	182,208.17
<b>Net Assets (13 Nov 2014)</b>	<b>3,686,808.83</b>	<b>3,686,808.83</b>
Net income		11,866.48

Amounts may change due to backdated information (prices & transactions) based on trade date which could impact performance.

#### Net asset value over time

Legend: Net Assets

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## Account assets

Click the 'Assets' tab to see each account balance in detail.

- 1 Use the drop-down menu to select a different account.



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# Accounts

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Portfolio XXXX943 1
Date 13/11/2014
Currency CHF GBP USD EUR
[View PDF](#)

### Fixed Income detailed analysis - Portfolio XXXX943 - Portfolio

#### Top 10 holdings

Description	Asset Sub Class	Cur.	Valuation (USD)	Total
<a href="#">HSBC MULTI INDEX FDS</a>	Fixed Income Mutual Funds	USD	596,783.09	16.19%
<a href="#">JULIUS BAER MULTIBOND</a>	Fixed Income Mutual Funds	USD	181,784.57	4.93%
<a href="#">BNY MELLON GLOBAL FDS</a>	Fixed Income Mutual Funds	EUR	131,715.40	3.57%
<a href="#">SCHRODER INTL SELECTION</a>	Fixed Income Mutual Funds	EUR	103,971.81	2.82%
<a href="#">FRANKLIN TEMPLETON SIES</a>	Fixed Income Mutual Funds	USD	73,905.09	2.00%
<a href="#">HSBC GLOBAL INVESTMENT</a>	Fixed Income Mutual Funds	USD	73,738.20	2.00%
<a href="#">ABERDEEN GL SICAV -</a>	Fixed Income Mutual Funds	USD	73,356.47	1.99%
<a href="#">LOMBARD ODIER FDS</a>	Convertible Bonds Mutual	USD	73,168.45	1.98%
<a href="#">HSBC GIF SICAV EURO HIGH</a>	Fixed Income Mutual Funds	EUR	67,523.37	1.83%

**Total Fixed Income** 1,375,946.45 37.32%

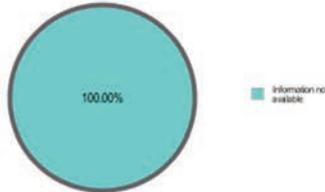
#### Top 5 performers since inception

Description	Cur.	Valuation (USD)	P&L
<a href="#">HSBC MULTI INDEX FDS SICAV DIRECT GL BD -JP</a>	USD	596,783.09	11.26%
<a href="#">SCHRODER INTL SELECTION FUND EURO CORPORATE</a>	EUR	103,971.81	10.72%
<a href="#">HSBC GIF SICAV EURO HIGH YIELDBOND CLASS -L-</a>	EUR	67,523.37	7.76%
<a href="#">FRANKLIN TEMPLETON SIES II FDSFLR II FUND CLASS -</a>	USD	73,905.09	7.46%
<a href="#">HSBC GLOBAL INVESTMENT FUNDS SICAV RMB FIXED</a>	USD	73,738.20	5.61%

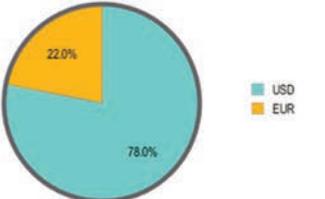
#### 5 worst performers since inception

<a href="#">JULIUS BAER MULTIBOND SICAV ABSOLUTE RETURN</a>	USD	181,784.57	-0.64%
<a href="#">LOMBARD ODIER FDS CONVERTIBLE BD -L- USD</a>	USD	73,168.45	3.28%
<a href="#">ABERDEEN GL SICAV - EMERGING MKTS CORPORATE</a>	USD	73,356.47	4.10%
<a href="#">BNY MELLON GLOBAL FDS EUROLANDBOND FUND</a>	EUR	131,715.40	5.11%

#### Allocation by sector



#### Allocation by currency



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## Account transactions

Click the 'Transactions' tab to see the latest transactions of each account.

- 1 Use the drop-down menu to select a different account.
- 2 Use the calendar feature to display the transactions that occurred on specific dates.

The screenshot shows the HSBC Private Bank online banking interface. The top navigation bar includes the HSBC logo, the user name 'Welcome: 509KRCUSER03', and a 'Log Off' button. The main navigation menu contains 'Home', 'Accounts', 'Documents', 'Links', and 'Secure Messages'. The breadcrumb trail indicates 'You are here: Home > Accounts'. The main heading is 'Accounts'. A sidebar on the left lists various account overview options: 'Account Overview', 'At a glance', 'Analysis of holdings', 'Allocation by currency', 'Performance', 'Historical', 'Year To Date', 'Detailed Analysis', 'Fixed Income', 'Equities', 'Holdings', 'Transactions', and 'Advices'. The main content area displays 'Transactions as of 13-Nov-14'. It features a date filter set from '01/11/14' to '13/11/14' with a 'Go' button and a link to 'View all transactions since last statement'. Three account summaries are shown: 'CURRENT ACCOUNT - USD (14808442)', 'EFOS PROCESS - EUR (15537582)', and 'CURRENT ACCOUNT - XAU (16565032)'. Each summary includes a table with columns for 'Accounting date', 'Particulars', and 'Amount'. The USD account shows an end and opening balance of 18,317.82. The EUR account shows an end and opening balance of 0.00. The XAU account shows an end and opening balance of 132.34. A fourth account, 'CURRENT ACCOUNT - CHF (16836613)', is partially visible at the bottom, showing an end and opening balance of 0.00. Two callout boxes are present: one labeled '1' points to the account selection dropdown menu, and another labeled '2' points to the date filter input fields.

Account Overview > Account: XXXX464 1

Transactions as of 13-Nov-14

Filter by date (up to 2 years ago) from: 01/11/14 to: 13/11/14 Go or View all transactions since last statement 2

Accounting date	Particulars	Amount
End Balance :		18,317.82
No transactions in date range		
Opening Balance :		18,317.82

Accounting date	Particulars	Amount
End Balance :		0.00
No transactions in date range		
Opening Balance :		0.00

Accounting date	Particulars	Amount
End Balance :		132.34
No transactions in date range		
Opening Balance :		132.34

Accounting date	Particulars	Amount
End Balance :		0.00
No transactions in date range		
Opening Balance :		0.00

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## Account advice

- 1 Select the 'Advices' tab to see advices relevant to specific transactions and accounts, eg fixed term deposits.
- 2 Use the drop-down menu to select a different account.

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# Accounts

Account: XXXX484 2

## Advices as of 13-Nov-14

Filter by date (up to 2 years ago) from: 01/11/14 to: 13/11/14 [Go](#) or [View all advices since last statement](#)

Value date	Particulars	Currency	Amount
13/11/14	FX- CONTR. CONFIR.	EUR	735,000.00
13/11/14	FX- CONTR. CONFIR.	EUR	735,000.00
13/11/14	FX- CONTR. CONFIR.	USD	59,743.45
13/11/14	FX- CONTR. CONFIR.	USD	60,044.15
13/11/14	FX- CONTR. CONFIR.	USD	150,992.23
13/11/14	FX- CONTR. CONFIR.	USD	142,610.20

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Historical >

Year To Date >

Detailed Analysis >

Fixed Income >

Equities >

Holdings >

Transactions >

Advices > 1

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\* This tab is only available if you choose to have a personalised online statement. To find out more about personalised statements, please refer to the factsheet, 'Personalised and depersonalised online statements.'

## View statements

By clicking the 'View statements' link, you are able to view the list of your statements.

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You are here: [Home](#) > [Documents](#) > Statements

## Documents

- Statements >
- Advices >
- Non-Economic Activity >
- Others >
- Documents Awaiting Acknowledgement >

Filter

View: [All](#) | [Read](#) | [Unread](#)

Date	Account	Document Name	Acknowledgement	Document Type
01 Apr 2015	XXXX954	<a href="#">CCS Statement</a>	Not Required	Consolidated/Integrated

**Important Note:**

Statements will be retained for a minimum period of 12 months from the date they are available on line. Please save a copy for your future reference

Recent Position Update shows your account balance as of the previous trading day. Please note that account balance updates and other information contained therein are "snapshots" only and may not include all transactions executed as at previous trading day.

Temporary files stored in your computer called cache files and history can retain information and data. Always remember to clear your browser's cache and history after each session, so that your account information is removed, especially if you are using a shared computer. Please follow [these steps](#) to clear your browser cache and history.

[Click here to view instructions for clearing cache and history](#)

Acrobat Reader is required to view certain statements and documents. You may download it free from Adobe.

[Download Adobe Reader](#)

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## Preferences

This section shows you how you can change your preferences, for instance your memorable question and answer and your access code.

## Preferences

Click on the first line if you need a new access code and on the second line if you want to change your memorable question and answer.

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## Account snapshot

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Investment Outlook

Our latest investment views on the global economic outlook have gone mobile

Date 13/11/2014

### Account Snapshot In USD

Currency	Account ↳ Portfolio	Daily Balance (USD) as of 13-Nov-14	Previous Balance (USD) as of 31-Oct-14	Previous Balance (USD) as of 30-Sep-14	Previous Balance (USD) as of 31-Aug-14
USD	<a href="#">XXXX464</a>	3,859,337.06	3,840,198.82	3,828,277.08	3,872,761.97
USD	<a href="#">XXXX943 PORTFOLIO 5852943</a>	3,686,808.83	3,667,954.46	3,649,018.22	3,684,259.41
USD	<a href="#">XXXX188 PORTFOLIO 5794188</a>	172,528.22	172,244.36	179,258.85	188,502.56
<b>TOTAL ASSETS</b>		3,859,337.06	3,840,198.82	3,828,277.08	3,872,761.97
<b>TOTAL LIABILITIES</b>		0.00	0.00	0.00	0.00
<b>NET ASSETS</b>		3,859,337.06	3,840,198.82	3,828,277.08	3,872,761.97
<b>CONTINGENT ASSETS &amp; LIABILITIES</b>					
<b>CONTINGENT LIABILITIES</b>		-111,142.95	-111,201.25	-111,413.61	-112,822.76

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## Changing your memorable question and answer

- 1 Enter the current answer to your memorable question.
- 2 Type in the new memorable question and answer you would like to use.
- 3 Verify your identity by providing your access code.
- 4 Click 'Continue'. You will then receive an on-screen notification confirming that you have successfully updated your credentials.

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**To strengthen the security of your accounts, it is recommended that you periodically change your memorable question and answer. You can change your question and answer in three steps.**

**Step 1 - Please verify your existing question and answer**

Your current memorable question: **std question**

Please Enter Your Answer:  **1**

**Step 2 - Create a new memorable question and answer**

Please Enter Your New Question:  **2**

Please Enter Your New Answer:

-Answers must be atleast 8 character  
-Answers are not Case-sensitive, may contain spaces

**Step 3 - Reconfirm Your Identity with Us**

Please enter the missing characters of your 8-character access code:

**3**

**4**

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## Changing your access code

- 1 Enter the requested characters of your current access code.
- 2 Type in the new access code you would like to use, twice.
- 3 Confirm your identity by answering the memorable question.
- 4 Click 'Continue'. You will then receive a notification telling you that you have successfully changed your access code.

HSBC Private Bank

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**Change access code**

[Change memorable question & answer](#)

[Charts](#)

To strengthen the security of your accounts, it is recommended that you periodically change your access code. You can change it in three steps.

**Step 1 - Please verify your existing access code.**

Please enter the missing characters of your 8-character access code.

↓ ↓ ↓

1

**Step 2 - Create a new access code.**

Enter a number or a letter in the boxes below (one character per box) to form your new access code:

2

Please re-enter your access code

**Step 3 - Reconfirm your identity with us.**

Your current memorable question is: **std question**

3

[Confirm](#) ✓ [Access code guidelines](#) [Need help creating an access code?](#)

4

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**Contact us:**

HSBC Private Bank (Suisse) SA  
Quai des Bergues 9-17  
PO Box 2888  
1211 Genève 1  
Switzerland

Tel +41 (58) 705 55 55

Fax +41 (58) 705 51 51

	<b>Microsoft Windows</b>	<b>Apple Mac OS X</b>
Operating systems	Windows XP from SP3 or higher Windows Vista Windows 7	Mac OS X from version 10.5 or higher
Internet browser	Internet Explorer 7, 8 Firefox from version 3.6	Safari from version 3.2 Firefox from version 3.6
PDF viewer	Adobe Reader from version 9	Adobe Reader from version 9

To register for online banking,  
please contact your  
relationship manager.

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