

7 December 2018

PAYME ENHANCES SECURITY

PayMe from HSBC today introduced multiple enhancements in a move to add extra layers of security to better protect the users' credentials.

Users who request to change their PIN (personal identification number) on the app will follow a two-step verification process. First, a user will be prompted to input a six-digit one-time verification code sent to their registered mobile number. Once the code is validated, a reset password link will be sent to the user's registered email address. When PIN change is completed, the user will also receive an SMS and email notification on his registered mobile number.

For users' peace of mind, PayMe will also send an SMS notification for any change of personal information, including mobile number, email address and PIN.

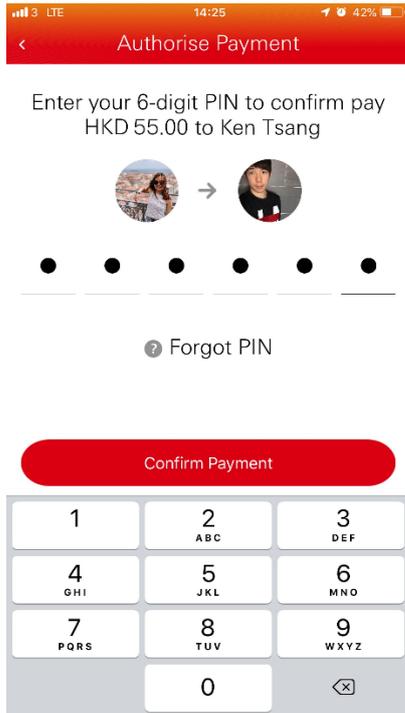
Greg Chapman, Head of Digital Wallet, Retail Banking and Wealth Management, Hong Kong, HSBC said, "Protecting our customers against fraud and financial crime is top priority for PayMe. That is why we are introducing new proactive measures designed to help ensure a secure and reliable social mobile payment experience for users."

"Hong Kong's digital payment scene is evolving faster than ever before, thanks to the emergence of new smart device enabled solutions and changing consumer behaviour. We will continue to invest in PayMe and introduce new capabilities to better serve the needs of our growing customer base."

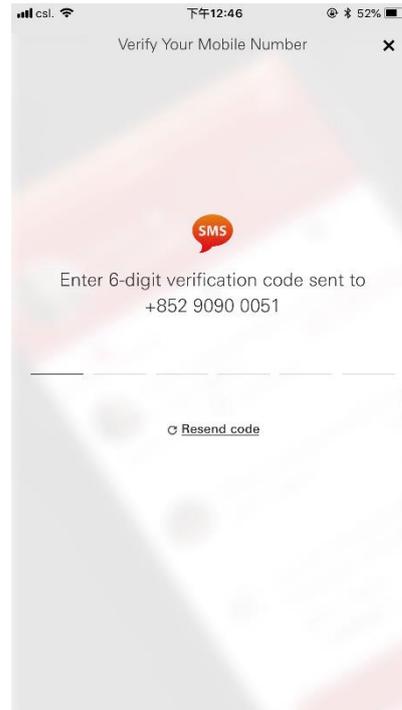
Note to editors:

Steps to change/reset PIN

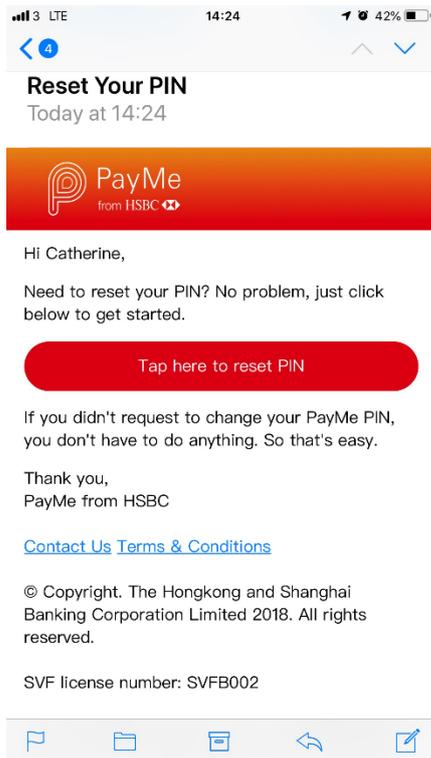
Step 1: Press forgot PIN



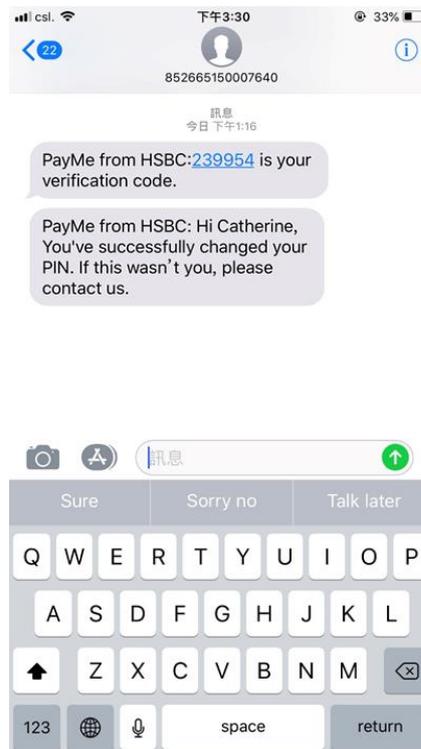
Step 2: Insert a one-time password sent to registered mobile number via SMS



Step 3: Reset a new PIN via a link sent to the registered email address



Step 4: Receive an SMS and email notification upon the completion of PIN change



The Hong Kong and Shanghai Banking Corporation Limited

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