

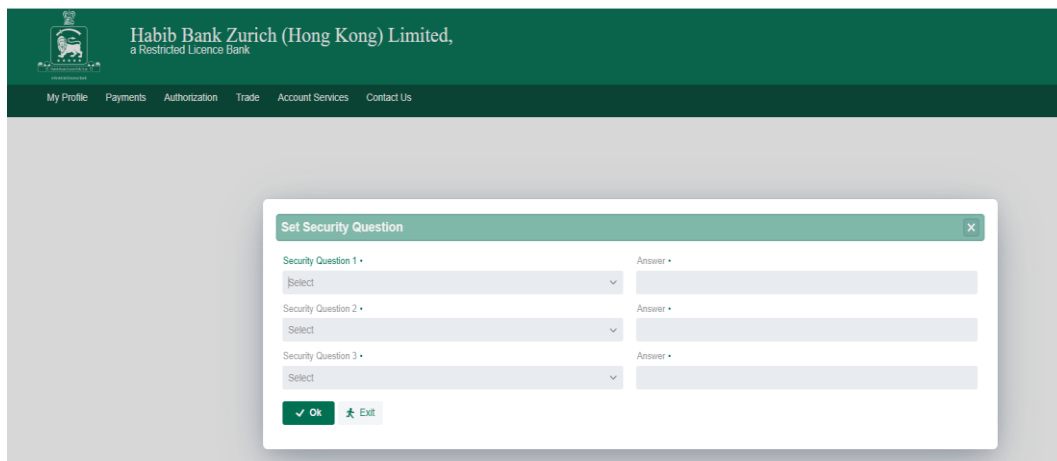
Setting Up Security Questions – for Existing Web Banking Users

The security questions feature gives you more power over your web and mobile banking accounts and adds an extra level of security to avoid unauthorised access.

These questions and the answers provided will be used to validate your identity if you need to reset your password at any point.

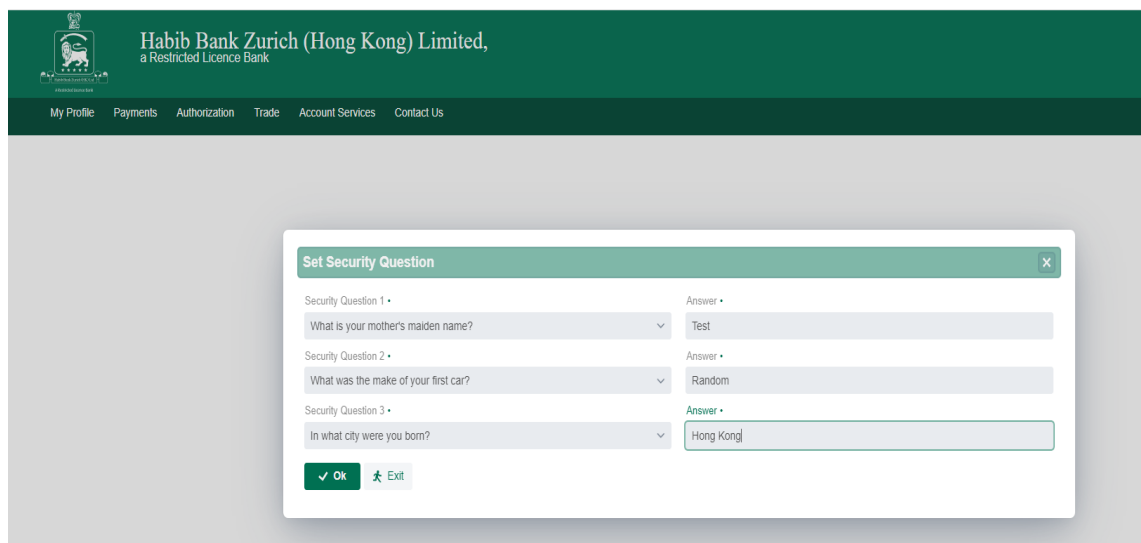
It is mandatory for all users to set up their security questions to continue using HBZHK’s online banking features.

For users with existing web banking logins, upon logging into the web banking platform you will see the below prompt on your screen:



To set up your security questions, follow the steps below:

1. Select 3 different questions from the drop-down menu and enter your answers. Once you have completed all the fields, click “Ok” to submit your answers.





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2. Once you have successfully completed this process, you will see the below message on your screen:

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My Profile | Payments | Authorization | Trade | Account Services | Contact Us

Relationship Summary

Deposits	▼
Loans & Finances	▼
Trade Finance - Import	▼
Trade Finance - Export	▼

Security questions saved

Favourite Transactions

- View SWIFT Message Sent
- Web LC/Amendment Detail
- Authorize Transaction Requests
- OTP Subscription
- Passwords
- Login Settings

Last 10 Transactions

Mar 05, 2022	12-01-02-20410-333-113641
XXXXXXXXXX287806	
TD #1901 @3.75 from 05-Mar-2022 to 04-May-2022	XXXXXX