



Discontinuation of SMS OTP for FPX payments

Attention to all HSBC Malaysia customers:

Effective 4 June 2023, as part of your account security and in line with Bank Negara Malaysia's (BNM) additional security measures to combat financial scams, **FPX transactions with amount RM10,000 and below** will require **Re-authentication code** generated from our **Mobile Secure Key** for transaction authorisation.

This means we will no longer provide transaction authorisation code via SMS OTP for FPX transaction amount RM10,000 and below from the effective date.

For FPX transfers above RM10,000, there are no changes to the transaction authorisation method. You can continue to use Transaction verification code generated from Mobile Secure Key.

Hence, it is important that you have activated the Mobile Secure Key to transact. If you have yet to do so, please [setup your Mobile Secure Key](#) via HSBC Malaysia Mobile Banking app ("our App").

Our App is compatible with iPhones with iOS version 13 or above and Android phones with Android OS version 7 or above.

If your mobile device is below our support version, please visit the nearest HSBC branch or call us at 1300-88-1388 for further assistance.

HSBC Malaysia