

Confirming Online Card Payments

Audio transcript

The way you make online payments is changing.

As part of our ongoing efforts to help keep you safe from fraud.

So, in line with Payment Services Regulations, you may be asked to confirm your online card payments more often.

By selecting the app option, you can confirm a payment using your HSBC UK Mobile Banking app in a few easy steps.

Just log on to your app and review the details of the payment.

If you're happy with the details, confirm the payment using face or fingerprint recognition, or your Digital Secure Key and then leave the app and head back to your purchase checkout screen.

Select the button to confirm that you've approved the payment on the app and that's it. The confirmation process is complete.

Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat on our website, visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more please get in touch. You can also visit: [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or: [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).

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