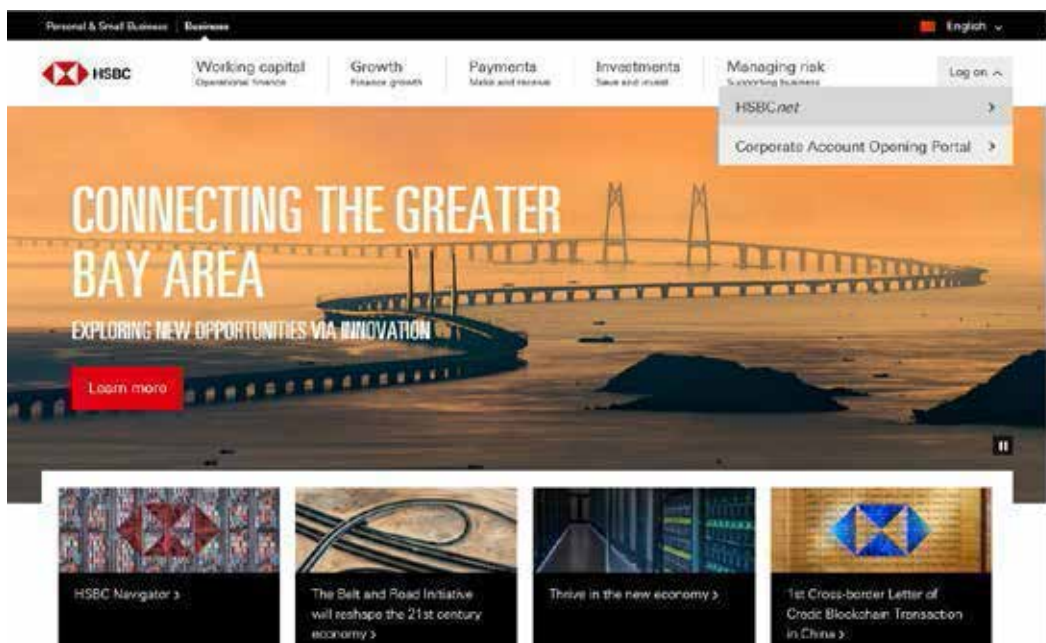


HSBCnet First Logon User Guide

First time Logon by New User

After you have submitted the HSBCnet application form, we will set up your user profile and post your Security Device to you. After you have received the welcome e-mail and Security Device, follow the following steps to log on.

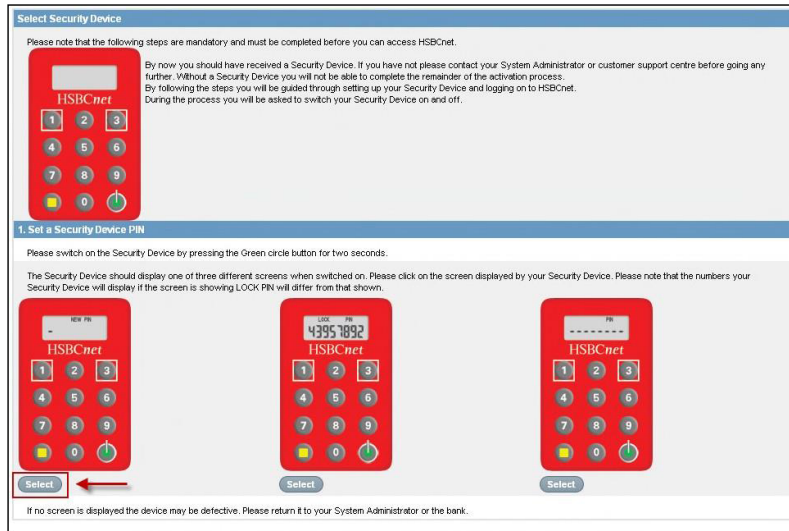
1. Access the HSBCnet home page at www.hsbc.com.cn



2. Select Logon and enter your temporary Username. This can be found in your welcome e-mail.
3. The Activation Code page appears. Enter the activation code from your welcome e-mail. Select Continue to proceed.

A screenshot of the 'Capture Security Credentials' page. It shows a form titled 'Activation Code' with a text input field for the activation code. Below the field is a 'Continue' button and a 'Cancel' button. The text indicates that the activation code can be found in the welcome e-mail and provides a link to get a replacement code if needed.

4. The Security Device Activation page appears. Choose Select under the image that displays New Pin message in the device window (for a new security device). The Security Device Activation page appears.

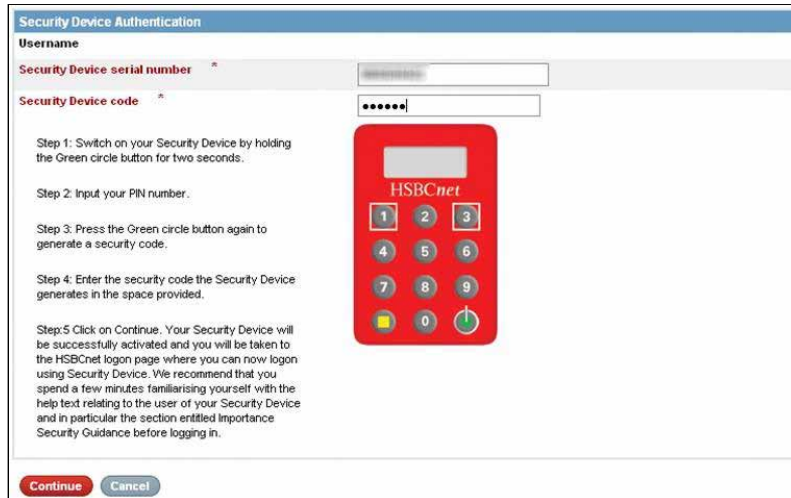


Complete the following instructions to select and set a new PIN for your Device.

- a. To power on your device, press and hold the Green circle button on your device for two seconds.
- b. The New PIN message appears in the device window. Select and enter a new 4 to 8 digit PIN using the device key pad.
- c. To submit your PIN, press the Yellow square button on your device key pad.
- d. If your PIN is accepted, the PIN CONF message appears in the device window.
- e. To confirm you PIN, key in the same 4 to 8 digit PIN again using the device key pad.
- f. The NEW PIN CONF message appears briefly in the device window before displaying two dashes. You have successfully set your PIN

Note: The device will require you to select a strong PIN. A weak PIN (example 11111 or 12345) will be rejected by the device and will display a not SAFE message briefly before reverting to the NEW PIN message. Resume selecting a strong PIN until accepted.

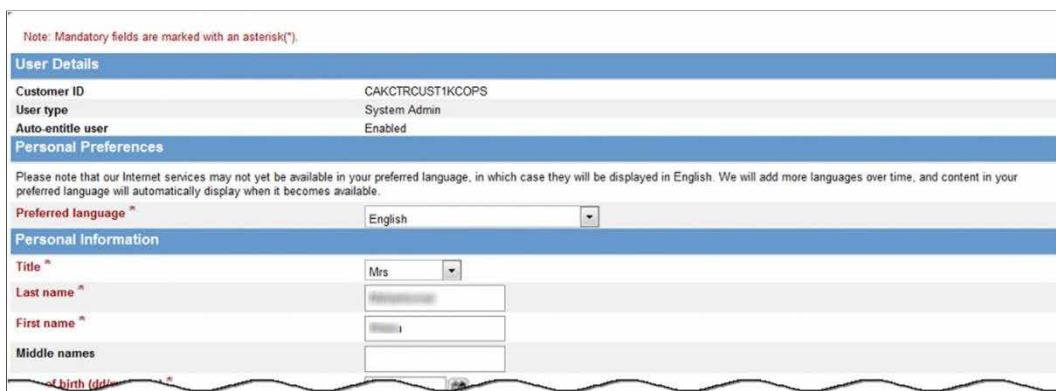
5. Follow the on screen instruction to authenticate your Security Device. Enter the serial number from the back of the device into the field.



The screenshot shows a 'Security Device Authentication' window. It contains fields for 'Username', 'Security Device serial number', and 'Security Device code'. Below these fields are five numbered steps: 1. Switch on the device by holding the Green circle button for two seconds. 2. Input your PIN number. 3. Press the Green circle button again to generate a security code. 4. Enter the security code. 5. Click on Continue. To the right of the steps is an image of a red HSBCnet security device with a keypad and a green button. At the bottom are 'Continue' and 'Cancel' buttons.

Power on your device by pressing and holding the Green circle button on your Security Device for two seconds. Enter the PIN you selected earlier using the device key pad. To submit the PIN, press the Green circle button again. Enter the six- digit security code that appears in the Security Device window into the Security Device code field on your computer screen. Select Continue to proceed. You have successfully activated your new Security Device

6. Review the information and make any changes you wish to in the available fields. Mandatory fields are marked with an asterisk (*).



The screenshot shows a form with two main sections: 'User Details' and 'Personal Information'. The 'User Details' section includes fields for 'Customer ID' (CAKCTRCUST1KCOPS), 'User type' (System Admin), and 'Auto-entitle user' (Enabled). The 'Personal Information' section includes a 'Preferred language' dropdown (English), a 'Title' dropdown (Mrs), and text input fields for 'Last name', 'First name', and 'Middle names'. A note at the top states: 'Note: Mandatory fields are marked with an asterisk(*)'.

7. Select a different Username if you wish (this is the only opportunity you have to change the Username. After this step, it will be set permanently). Next, choose a memorable question and answer. This is required to authenticate yourself during logon and password/security information reset. Choose Continue when finished.

Note: Mandatory fields are marked with an asterisk(*).

Capture Logon Credentials

Username

You may change to a new username between 5 and 76 characters. If your preferred username is not available, you will be asked to select an alternative. You may also use your work e-mail address as your username.

This is the only opportunity that you will have to change your username. After this step it will be permanently set.

Username *

Memorable Question and Answer

During logon you will be asked to provide your memorable answer. Please enter a question and answer that are memorable to you, but difficult for others to guess. The memorable question must be between 1 and 76 characters long. The memorable answer must be between 6 and 30 characters long.

Memorable question *

Memorable answer *

Re-enter memorable answer *

Continue Cancel

8. In the Capture Security Information page, choose two security questions and answers. If you forget either your password or memorable answer, you will need to answer these two questions to access your HSBCnet Personal page. Again, select Continue when finished.

Note: Mandatory fields are marked with an asterisk(*).

Capture Security Information

Security Information Reset Questions

If you forget either your password or your memorable answer, you will need to answer two further questions to access your HSBCnet Personal Page. Make sure your answers are difficult for others to guess but memorable to you. The security answers must be between 3 to 30 characters long, and include letters, numbers and spaces only. Any other special characters are not allowed.

Security Question 1

Security question 1 *

Answer 1 *

Re-enter answer 1 *

Security Question 2

Security question 2 *

Answer 2 *

Re-enter answer 2 *

If all the essential information has been provided correctly, the Data Protection and Privacy statement will be displayed. It is important that you read these statements. You must Accept the statements before your registration will be processed.

Continue Cancel

9. The HSBC Data Protection and Privacy Policy will appear. Please read and accept this policy to complete the registration process.
10. Read the HSBCnet E-channels terms and conditions that appear. Select the Accept checkbox and then Continue to proceed.

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