



Online/Phone Banking Application Request – Personal Accounts

Complete the form using blue or black pen and print in clear CAPITAL LETTERS

Complete this form if you have never had access to HSBC's Online or Phone Banking Service. If you have previously had access or require assistance on how to complete this form, please call our Contact Centre on 1300 306 543.

Note: If a staff member instructs you to complete this form because your previous 10-digit Personal Banking Number (PBN) expired, the existing PBN will be deleted for both online and phone banking.

If you are applying at a branch, staff can arrange access so you can log on immediately.

Mail the completed form to: **GPO Box 5302, SYDNEY NSW 2001** **OR** Fax to: **1300 765 150**

Note: If your only account with HSBC is a Serious Saver Account, you must MAIL this form. Faxes are not acceptable.

CUSTOMER DETAILS

CUSTOMER 1

BSB and account number/Credit card number

Customer number **OR**

Title

Mr Mrs Miss Ms Other

First name(s)

Surname

CUSTOMER 2

BSB and account number/Credit card number

Customer number **OR**

Title

Mr Mrs Miss Ms Other

First name(s)

Surname

AUTHORISATION

Please action the above request. I agree to the Online Banking Terms.

Signature

Date

Name

Signature

Date

Name

Office Use Only

Existing PBN?					
Customer 1		Customer 2			
Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	If Yes, use existing PBN and complete Online/Phone Banking Services Amendment Request form			
No <input type="checkbox"/>	No <input type="checkbox"/>	If No, proceed to set up new PBN			
SV <input type="checkbox"/>	Checking officer name		Signature		Date / /
OSD Reference	User 1	User 2			