

30 June 2019

## **HSBC Malta to roll out enhanced personal internet banking**

HSBC Malta launched its enhanced personal internet banking service. This enhanced platform - which comes with the latest in internet security - has a fresh look and feel and a simplified design, making it much easier for customers to manage their accounts online.

To support their customers and give them time to familiarise themselves with the enhanced design, HSBC Malta is following a phased approach when it comes to the upgrading of the functionality being made available.

The first launch of the enhanced features will consist of a new logon process, which will be much simpler and just as secure. Customers will also access a simpler account selection, a redesigned quick links menu and a slicker transaction history screen.

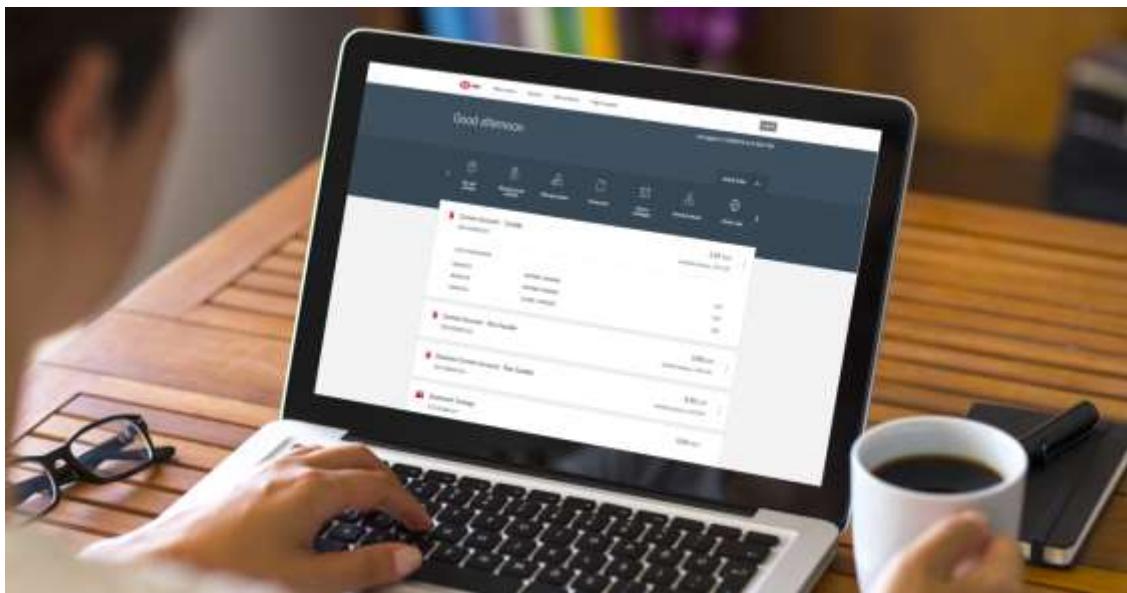
For now, all other internet banking functions will remain as they are, and users will link to these seamlessly through the new quick links menu.

Customers shall be contacted on an individual basis as soon as they have been migrated to the enhanced platform. Customers are reminded that HSBC Malta will never ask for confidential information or confirmation of any security details, and links shared by the bank will only take users to information pages.

Once migrated, customers that are on the enhanced new platform will see a new log on page which will only ask for their username, and users will simply need to follow the new log on journey.

Customers will also be provided with a set of frequently asked questions (FAQs) to ensure that the transition is as simple as possible.

Furthermore, those customers who have been moved on to the enhanced service may contact the HSBC Malta Contact Centre or check the HSBC Malta Facebook page to obtain any required support or assistance as required.



**Enhanced new internet banking platform from HSBC Malta**