



# Personal Internet Banking Password Activation and Token Request

Use this form for Personal Internet Banking Services logon request: 1. Password Activation  
2. Token Delivery

Please call our contact centre on 800 1234 or (230) 403 0701 for assistance.

Return completed form: by mail to **Contact Centre, HSBC Centre, 18 CyberCity Ebene, Mauritius**  
Or by visiting your **nearest HSBC branch**.

## CUSTOMER DETAILS

Account Number

Title

Mr.  Mrs.  Miss  Others

First Name(s)

Last Name

## PASSWORD ACTIVATION

**Activate Personal Internet Banking Password Reset Request**

If you forget your password, please logon to Personal Internet Banking Services and reset your password by clicking "Forget Password" or "Need Assistance" to reset your password" and follow the instructions. Kindly insert the confirmation number obtained after your password reset below.

Confirmation Number: \_\_\_\_\_ **mandatory**

## TOKEN REQUESTS

**First-Time Security Token Request**

Select this option if you have registered for Personal Internet Banking Services more than **45** days ago and have not yet received a security token.

**Replace Security Token**

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Lost/Stolen | <input type="checkbox"/> Defective    |
| <input type="checkbox"/> Damaged     | <input type="checkbox"/> Dead Battery |

*Kindly enclose the Security Token (if replacement is for damaged, defective or dead battery).*

## CUSTOMER DECLARATION / AUTHORISATION

I confirm that the information given above is correct and complete and authorize HSBC to confirm the details from any sources it may choose. I have read and understood the HSBC Personal Internet Banking Terms and Conditions and agree to be governed by them.

\_\_\_\_\_  
Signature

S.V

\_\_\_\_\_  
Date

### For Bank Use Only:

Authorized by		Processed by CC		Approved by CC	
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