

# HSBC Electronic Identity Verification (eID&V)

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## Customer Guide to Complete eID&V Journey

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1. Open your smartphone or tablet camera<sup>1</sup> and scan the QR code to access HSBC's [Digital Business Services Portal](#)<sup>2</sup>.
2. Key in the unique company access code (shared separately by your HSBC Case Manager), name (as per identity document), date of birth, nationality and accept the terms.
3. Take a photo of your government-issued identity document<sup>3</sup> – for Malaysians, please submit MyKad; for Foreigners, please submit Government Issued ID or Passport. Do not submit your Driving License unless it is for proof of address purposes<sup>4</sup>.
4. Take a photo (Apple device) or short video (Android device) of yourself.
5. You're done! Please inform your key contact point or the HSBC Case Manager once completed.

### QR Code:



#### Notes:

1. You can only access the Digital Business Services Portal with a smartphone or tablet, as we need to use the camera for your digital identity verification.
2. You are eligible to use eID&V only if you are located outside of Mainland China. If you are located in Mainland China, eID&V is not available – please instead provide the original certified copy of the government-issued identity document to the HSBC Case Manager.
3. Make sure you take a photo of your actual identity document, not an image of the document e.g. from your computer.
4. Proof of Address: If your residential address differs from the government-issued identity document or if the address is not available in the passport, you are required to provide a proof of address – please complete a second eID&V case using your driving license as the identity document. If an alternative document is preferred (e.g. bank or credit card statement or utility bills), this will need to be submitted outside of the eID&V journey – please provide the original certified copy of this document to the HSBC Case Manager.

