



**HSBC DEBIT MASTERCARD®
Mastercard® Identity Check™ is
coming on 15 October 2020**

Dear customer,

We contacted you recently to let you know that we're introducing a quick and easy extra layer of security for your HSBC Debit Mastercard. It's called Mastercard Identity Check and your card will automatically be enrolled into this service from **15 October 2020**.

What does this mean for you?

- When you're shopping online, you may see an extra pop-up screen while your payment is being processed. This could be because it's a high-value purchase, or one we think is unusual for you.
- Depending on the message displayed, we may send you a one-time passcode via text message to your phone, or you might be asked to contact us. We want to make sure it's you shopping online.
- If we send you a passcode, simply enter it into the pop-up screen and we'll complete your transaction.
- It's quick and easy and won't slow you down.

What do you need to do?

If you haven't already done so, could you please drop us a quick secure message via our [Personal Internet Banking](#) site.

1. In the top menu, select **Help & Support**
2. Under **Contact us** select **Secure messages**
3. Click on **Send us a message**
4. Select **Update personal details** as a subject line

5. Drop us a note with your individual mobile number. Please be sure to include your country code.



For further details on Mastercard Identity Check, or your HSBC Debit Mastercard, please refer to the [Frequently Asked Questions](#) at our website. Alternatively, please call our 24/7 contact centre on 0800 02 80 88 if calling within New Zealand, or on +64 9 368 8557 if calling from outside of New Zealand (international toll charges apply).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Martine Milicich'.

Martine Milicich
Head of Wealth and Personal Banking
HSBC New Zealand

The [HSBC Debit Mastercard Terms and Conditions](#) apply.

Fees and charges apply to the HSBC Debit Mastercard. These are available online in our [Wealth and Personal Banking Fees and Charges brochure](#).

Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

Please visit www.hsbc.co.nz for further details.

The benefits and features set out above are current as at the date they appear on our website. However, they may be subject to change at any time at our discretion. We will try to notify existing customers of any change that may impact them either in advance of the change or shortly afterwards.