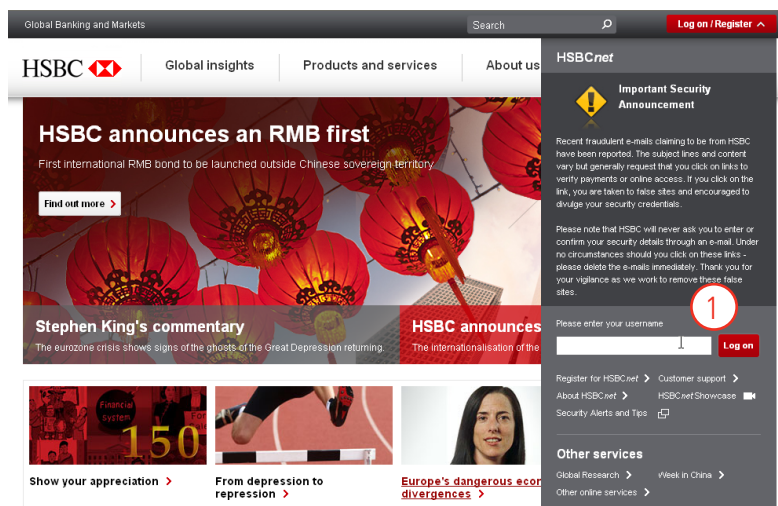


If you do not remember your memorable question and answer, you can reset it from the Capture Security Credentials page. To reset your question and answer, complete the following steps:

Step 1

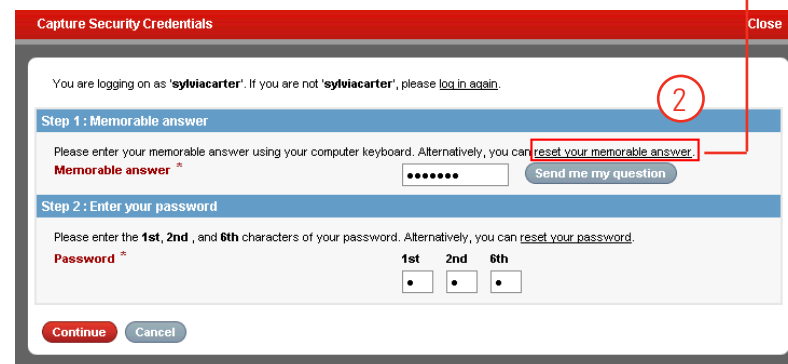
Access the HSBC*net* home page at www.hsbcnet.com. Click **Log on/Register** on the top right corner of the page. A drop down window appears allowing you to enter your Username. Click **Log on**.



Note: Before you reset your memorable question and answer, click **Send me my memorable question** link on the Capture Security Credentials page. The system will e-mail the question to the e-mail address in your HSBC*net* profile. If this helps you remember your memorable answer, enter it in the required field. If not, proceed with the following steps to reset your memorable question and answer.

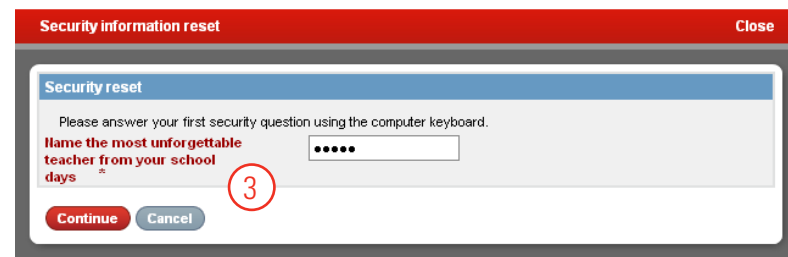
Step 2

In the Capture Security Credentials page that appears, click the **reset your memorable answer** link in Step 1: Memorable answer section (see link marked in red in the image below).



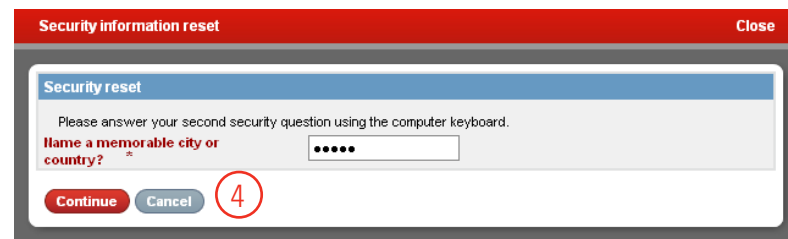
Step 3

Answer your first security question correctly. Click **Continue**.



Step 4

Answer your second security question correctly. Click **Continue**.



Step 5

Enter the three requested characters of your Password. Click **Continue**. The Memorable question and answer reset page appears.

Step 6

Enter your new Memorable question and answer. Re-enter your memorable answer and click **Continue**.

Important: Memorable Question: Must be alphanumeric (A to Z, 0 to 9), with 1 to 76 characters; and can contain special characters underscore (_), hyphen (-), space (), apostrophe ('), and period (.)

Memorable Answer : Allows 6 to 30 characters; Must be alphanumeric (A to Z, 0 to 9) with 6 to 30 characters and can contain special characters (@), underscore (_), hyphen (-), space (), apostrophe (') and period (.).

An acknowledgement confirms your action. Click **Continue** to proceed to your HSBCnet Personal page.

Note: You cannot reset your memorable question and answer without first completing steps 3, 4 and 5. If you fail to provide the correct answer to any of these three steps, you must complete a **Security Information Reset (SIR)** to change your memorable question/answer. Refer to the **User Authentication User Guide** for detailed information on how to complete an SIR.

Workflow - Resetting your memorable question and answer

