

December 4, 2024

## **HSBC OFFERS ENHANCED FRAUD PROTECTION FOR THEIR DEBIT CARD HOLDERS**

**HSBC Bermuda announces the introduction of 3D Secure, a feature designed to provide HSBC customers with extra protection for their online debit card transactions.**



This new online shopping protection will be available for all HSBC debit card holders at no additional cost.

Head of Wealth and Personal Banking and Marketing, Tanya Bule shared: “As part of our ongoing efforts to prevent debit card fraud, the 3D Secure feature will help the Bank validate that it's really our customer who is making a particular online purchase. This enhancement will not only help to safeguard customer accounts but as importantly, our aim is to provide customers with more control over their accounts and peace of mind when shopping online.”

This added protection is automatically available to all HSBC debit card holders with no additional set up required. The only prerequisite is that customers ensure their cell phone and email details on record at the Bank are current, as 3D Secure relies on the accuracy of this information in order to function effectively. To update your information, you can send the Contact Centre a secure message through [online banking](#).

To start using this new security feature, customers simply need to make their next online purchase as usual and when prompted, follow the additional verification steps

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to complete their transaction securely. They will be provided with a one-time- passcode sent via short message system (SMS) to their cell phone or an email. From the time the passcode is generated it will be valid for a limited amount of time. An error message will be received by the customer if they don't enter the passcode within the specified time frame.

Protecting our customers continues to be one of HSBC's top priorities. For further information on this latest security feature, please don't hesitate to contact the Call Centre at 299 5959, or 299 5252 (Premier) or 299 5555 (Business Banking).

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**Notes to editors:**

**1. HSBC Holdings plc**

HSBC Holdings plc, the parent company of HSBC, is headquartered in London. HSBC serves customers worldwide from offices in 60 countries and territories. With assets of US\$2,975bn at 30 June 2024, HSBC is one of the world's largest banking and financial services organisations.

**2. HSBC Bermuda**

HSBC Bermuda is a brand name of HSBC Bank Bermuda Limited. Founded in 1889, HSBC Bermuda is the leading provider of retail and corporate banking, investment, custody and fund administration services to international and local clients. Since 2004 it has been a wholly owned, indirect subsidiary of HSBC Holdings plc. HSBC Bank Bermuda Limited of 37 Front Street Hamilton is licensed to conduct Banking and Investment Business by the Bermuda Monetary Authority.