

Transcript | Steps to reactivate your account on the HSBC India Mobile Banking app

For Dormant Account

Step 1

Log on to the **HSBC India Mobile Banking App** on your Android or IOS device

Step 2

On the home screen, tap on the account with the **dormant** label

Step 3

Select **reactivate account** to proceed

Step 4

Select **reactivate**

Step 5

Tap on **reactivate** account and **re-authenticate** using your **biometrics** or **app PIN**

Your account is **successfully reactivated**

For Unclaimed Account

Step 1

On **home** screen, tap on the account labelled **inoperative**

Step 2

Tap on **reactivate** account

Step 3

Tap on **reactivate** to complete the KYC process & your account will be activated post validation. Bank will reach out to you to complete the video KYC process.

After the video KYC is successfully completed, your account will be **activated**.

End of Transcript