

Voice ID statement and Q&A

HSBC statement

The security and safety of our customers' accounts is of the utmost importance to us and Voice ID is among the most secure methods of authenticating customers. The introduction of this technology has seen a significant reduction in telephone fraud - stopping over 1,500 cases of fraud totalling almost £4 million - and has proven to be more secure than PINs, passwords and memorable phrases.

Our VoiceID system does allow us to make changes to different security settings, including limiting the number of attempts that can be made before manual authorisation is required, and following a review we have made changes to make it even more secure.

What is Voice ID?

Voice ID uses Voice Biometrics to enable customers to use their voice to verify when calling. Voice Biometrics creates a voice print that combines both physical factors (e.g. vocal tract, mouth shape and size, nasal passage) and behavioural factors (e.g. speed of speech, pronunciation and emphasis, accents)

Is Voice ID secure?

Voice ID is amongst the most secure methods of authenticating customers, which has led to a significant reduction in successful fraudulent attacks since launch.

Are my details secure?

Our customers' details are safe and secure. HSBC uses voice biometrics alongside traditional security measures.

Why do you use Voice ID?

The introduction of this technology has seen a significant reduction in telephone fraud, and has proven to be more secure than PINs, passwords and memorable phrases.

Can I opt out?

You can opt out of Voice ID at any time.

ENDS