

Most Common Error Messages and Resolutions

Error code	Message	Resolution
P05	Your Internet Banking ID and/or Password is incorrect.	Please check and try again. If you have not used this service before you will need to register first.
P43	Your instruction cannot be processed.	If this error persists, please contact us for assistance on +356 2380 2380
P70	Your accounts cannot be accessed at this time.	If this error persists, please contact us for assistance on +356 2380 2380
PD7	The amount specified exceeds your daily limit.	Please enter a smaller amount; otherwise you may contact us so that you may increase your daily limit.
PF5	You have not set up any saved transfers or bill payees.	For bill payees, please go to add payee before making a bill payment. In the case of saved transfers, please effect a different selection, otherwise you have no saved transfers in your account.
PG6	There are no historic transactions for this account.	Please try filtering with a different date period; otherwise there may be no transactions to report.
PH1	You have entered an invalid account number for the payee.	Please check the account number and try again.
P09	We are unable to register you with your HSBC Credit Card number.	If this error persists, please contact us for assistance on +356 2380 2380
PM1	Your instruction cannot be processed.	If this error persists, please contact us for assistance on +356 2380 2380

*This is not a complete list but contains only the most commonly queried messages.
For guidance on other reference codes, please call us on +356 2380 2380 for assistance.*