

Notification Centre user guide

Get notified on important account services and transaction status



Located inside HSBC Business Internet Banking, the Notification Centre provides you with personalised notifications to meet your various business needs. Each Business Internet Banking user, no matter you are a Primary or Secondary User, can receive the subscribed notifications via your own preferred channel. Follow the below steps to register for Notification Centre that is provided to you with no additional cost!

Firstly, log on Business Internet Banking, go to My HSBC > Notification Centre.

The screenshot shows the HSBC Business Internet Banking interface. The top navigation bar includes the HSBC logo, language settings (English), a help icon, a notification bell icon, and a 'Log off' button. The left sidebar contains a 'My HSBC' menu with a red box around it, and a 'Notification Centre' menu item also highlighted with a red box. The main content area features a notification banner about FX switching instructions, a 'Quicklinks' section with icons for eStatement and eAdvice, Third Party Payments / autoPay, Own HSBC Accounts Transfers, Payment Tracker, and Activity Log. Below this is an 'Account overview' section for 'HSBC AMH CMB DBB TEST ACCOUNT 1' with a table of accounts:

Account	Last updated at 17:41	Balance
GMT IOC ON 023-092091-838 - Business Integrated Account		HKD 13,102.29
HKD Savings 023-092091-838 - Business Integrated HKD Savings		HKD 5,538.63
HKD Current 023-092091-838 - Business Integrated HKD Current		HKD 2,425.02

On the right side, there are 'Reminders' and a promotional banner for 'Activate card now and earn HKD50 cash rebate' featuring an HSBC Business Debit Mastercard.

Step 1 Select your preferred language

You can receive notifications in English or Traditional Chinese, and it will apply to all notifications. We have chosen English for you, but you can change it at any time.

Step 2 Select your preferred channel for receiving Security Notifications

Security Notifications are mandatory, aiming to notify you about your designated transactions and account maintenance services completed on Business Internet Banking (BIB). Examples:

- ◆ Create Designated Beneficiaries
- ◆ Issue eCheque
- ◆ Create 3rd Party Payment
- ◆ FPS Addressing Registration Notification (including update and cancel)
- ◆ Submit autoPay Payment Instruction
- ◆ Update Contact Information
- ◆ Process autoPay Payment Instruction
- ◆ Change Security Notification Channel
- ◆ Change Daily Transaction Limit

For your account safety, you're not able to unsubscribe security notifications. You'll receive security SMS notifications sent to the mobile number of BIB profile by default. If you have **bound your BIB account with WeChat account**, you may select 'WeChat and SMS' under Security Notifications to receive messages via both WeChat and SMS.

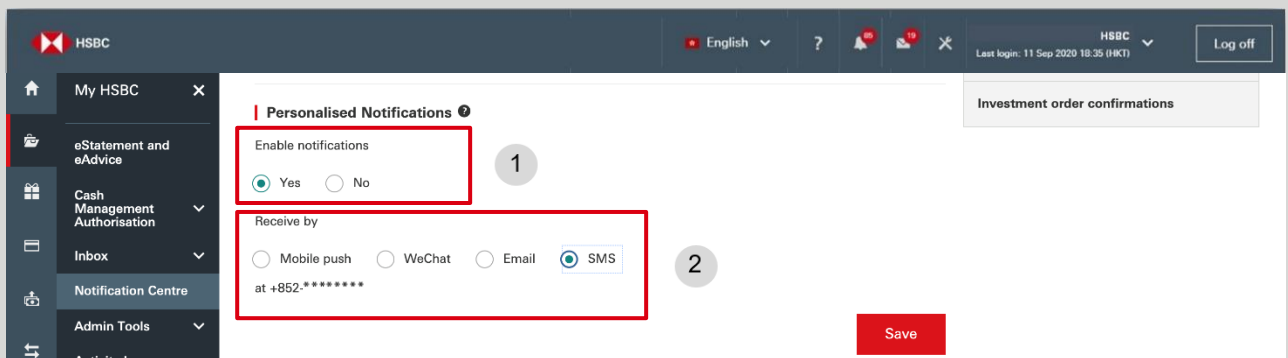
The screenshot displays the 'Notification preferences' page in the HSBC Business Internet Banking interface. The page is divided into several sections:

- Notification preferences:** A header section with a help icon and instructions: "Manage your preferences for receiving notifications about account services and transaction status here. These settings only apply to notifications available in the Notification Centre. To learn more about the Notification Centre, <<click here>>." Below this, it states: "To update your email address for receiving notifications, select 'Yes' and 'Email' under 'Personalised Notifications'. After updating your email address, please select your preferred notification channel and save the changes."
- Preferred language:** A section highlighted with a red box and labeled '1'. It contains two radio buttons: "English (not applicable to WeChat)" and "Traditional Chinese" (which is selected).
- Security Notifications:** A section highlighted with a red box and labeled '2'. It includes:
 - "Receive by" section with radio buttons for "SMS" (selected) and "WeChat and SMS". Below this, the text "at +852-*****" is visible.
 - "Personalised Notifications" section with:
 - "Enable notifications" section with radio buttons for "Yes" (selected) and "No".
 - "Receive by" section with radio buttons for "Mobile push", "WeChat", "Email" (selected), and "SMS". Below this, the text "at *****ai@****.co" is visible.
- Summary Panel:** A right-hand panel titled "Notification preferences" with a checkmark icon. It lists various notification categories with their status:
 - Account notifications:** eStatement Readiness (checked), Account overdrawn [New] (checked), HKD cheque return [New] (checked).
 - Transaction notifications:** Inward payments (checked), Outgoing payments [New] (checked).
 - Investment order confirmations:** (no items listed).

Step 3 Set your preferences for **Personalised Notification**

Personalised Notifications allow you to freely subscribe, unsubscribe or re-subscribe based on your business needs.

- 1 Select 'Yes' to enable personalised notification. If 'No' is chosen, you'll not receive any personalised notifications even after you have subscribed to them.



- 2 Select your preferred channel

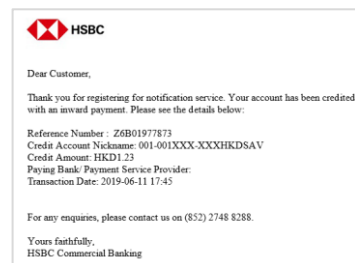
Sample notifications on available channels:

Mobile push via HSBC HK Business Express mobile app



You can view the mobile push notifications received in the last 90 days in the app.

Email



WeChat



The notifications in WeChat will be available in Traditional Chinese only.

SMS



Tips:

You can click the 'Ring bell' icon in BIB to view your Personalised Notifications (except Inward Payment Notifications).

Please follow the below steps to select 'Mobile push' on HSBC HK Business Express mobile app:

- Step 1** Simply visit App Store, Google Play, or Baidu App Store and search 'HSBC HK Business Express' to download the mobile app, or you can go to www.business.hsbc.com.hk/BizExpress to download our APK file.



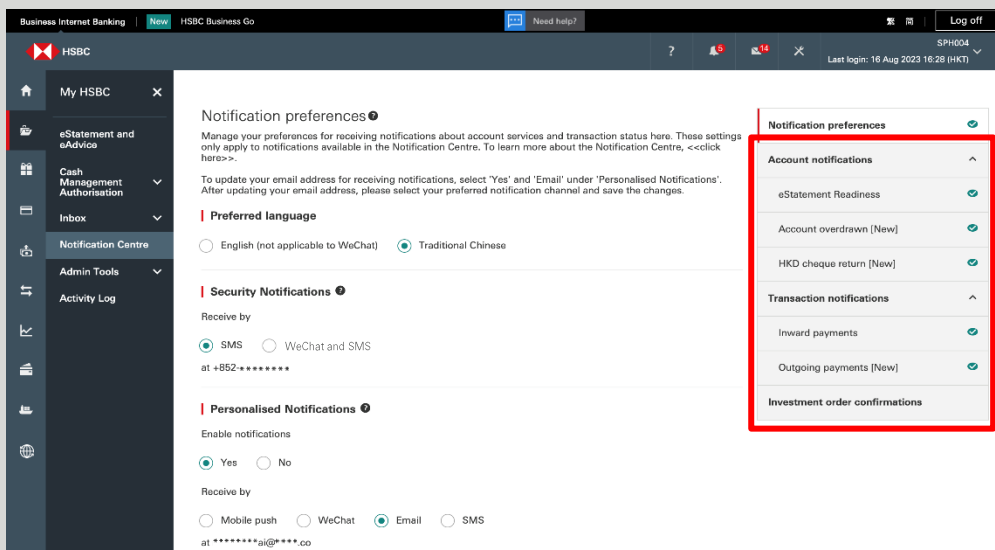
HSBC HK Business Express



- Step 2** Open the app, then go to More > Admin tools and notifications > Notification Centre to allow push notification on your mobile device.

- Step 3** Subscribe to specific **Personalised Notification**

On the menu on the top right corner, you can view the available Personalised Notifications.



Click on the below links to learn more about each of the Personalised Notifications and how to subscribe them. More notifications will be added – please stay tuned!

Account notification

[Account Overdrawn](#)
[HKD Cheque Return](#)

Transaction notification

[Inward Payment](#)
[Outgoing Payment](#)

Account notification

- ◆ **Account Overdrawn:** Notifies you when your withdrawal exceeds the available balance in your account
- ◆ **HKD Cheque Return:** Notifies you when an HKD cheque deposited to your account is returned

How to subscribe

These account notifications follow the same subscription steps. Simply select 'Yes' and check the box if you want the overdrawn amount shown in the notification. For HKD Cheque Return Notification, you can check the box if you want the cheque amount shown in the notification.

The screenshot shows the HSBC notification preferences page for 'Account overdrawn [New]'. The main content area contains the following text:

Account overdrawn [New]
Get notified when your withdrawal exceeds the available balance in your account.
<<Click here>> to learn more about Account Overdrawn notification and how to subscribe it.

Notification
Would you like to receive account overdrawn notifications?
 Yes No

Show overdrawn amount

A red box highlights the notification preference section. The right sidebar shows a list of notification preferences:

- Notification preferences ✓
- Account notifications ^
 - eStatement Readiness ✓
 - Account overdrawn [New] ✓
 - HKD cheque return [New] ✓
- Transaction notifications ^
 - Inward payments ✓

Important notes

Account overdrawn

1. It's only applicable to the below account types with overdrawn facility:
 - ◆ Business Integrated HKD Current
 - ◆ Business Integrated HKD Savings
 - ◆ HKD Current Account
 - ◆ HKD Statement Savings Account
2. You will receive the notification in the morning of each day that it applies, i.e. if your account is overdrawn today, you will be notified in the morning of next business day.
3. We will send the notification once in each business day until the account status changed.

HKD cheque return

1. It's only applicable to the below account types:
 - ◆ Business Integrated HKD Current
 - ◆ Business Integrated HKD Savings
 - ◆ HKD Current Account
 - ◆ HKD Savings Account
 - ◆ HKD Statement Savings Account
2. You will receive notification in the same day that it applies, i.e. if a HKD cheque for your account is returned today, you will be notified within today.

Transaction notification

- ◆ **Inward Payments:** Enables you to monitor all inward payments credited to your account. It can track all funds received from any international or local banks
- ◆ **Outgoing Payment:** Get notified when your payment via Real Time Gross Settlement (RTGS) or Telegraphic Transfer (TT) requires your further action, is unsuccessful or is complete.

Inward Payments Notification

How to subscribe

- Step 1** Click 'Add account' to select for which account(s) you would like to receive notifications. Both savings and current accounts are supported.

The screenshot shows the HSBC Inward Payments Notification page. The page title is "Inward payments notification". Below the title, there is a table with columns: "Account", "Minimum payment amount (in account currency)", and "Show amount". The table currently contains the text "No record found". A red box highlights the "Add account" button located below the table. On the right side of the page, there is a "Notification preferences" section with a list of notification types, including "Account notifications", "eStatement Readiness", "Account overdrawn [New]", "HKD cheque return [New]", "Transaction notifications", and "Inward payments".

- Step 2** The accounts that you can select are the same as what you can view on Account Overview. You can specify the minimum payment amount for which you want to receive notification. For example, if you only want to be notified when a payment with over HKD100 is deposited to an HKD account, simply input '100'. You can also choose to show the amount in the notification. Click 'Confirm' to save the settings.

The screenshot shows the "Add account" dialog box. The title is "Add account" and the subtitle is "Add an account to receive inward payment notification." Below the title, there is a list of accounts with radio buttons next to them. The first account, "HKD Savings Account", is selected. The other two accounts are "Business Integrated HKD Savings" and "Business Integrated HKD Current". Below the list, there is a "Minimum payment amount (in account currency)" field with the value "100" entered. There is also a "Show amount" checkbox which is checked. The background shows the "Inward payments notification" page with the "Add account" button highlighted.

All settings can be edited at any time. You can also remove any account if you don't want to receive the notification for that anymore.

Inward payments notification

You will be notified when an inward payment is credited into your account.
 <<Click here>> to learn more about Inward Payments notification and how to subscribe it.

✔ Your instruction has been successfully processed

Account	Minimum payment amount (in account currency)	Show amount	
HKD Savings Account 002-1-123456	100	Yes	

Add account

Notification preferences ✔

Account notifications ^

- eStatement Readiness ✔
- Account overdrawn [New] ✔
- HKD cheque return [New] ✔

Transaction notifications ^

- Inward payments ✔
- Outgoing payments [New] ✔

Outgoing payments notification

How to subscribe

Simply select 'Yes' and check the box for which payment status(es) you would like to receive notification.

Outgoing payments [New]

Get notified when the status of your outgoing payments changes.
 <<Click here>> to learn more about Outgoing Payments notification and how to subscribe it.

Notification

Would you like to receive outgoing payment notifications?

Yes No

- Payment Status - Action Required
- Payment Status - Unsuccessful/Cancelled
- Payment Status - Completed

Save

Notification preferences ✔

Account notifications ^

- eStatement Readiness ✔
- Account overdrawn [New] ✔
- HKD cheque return [New] ✔

Transaction notifications ^

- Inward payments ✔
- Outgoing payments [New] ✔

Important notes

1. We have already helped you subscribe Outgoing Payment notification and you will automatically receive the notification via your preferred channel when an outgoing payment needs your further action (e.g. deposit sufficient fund) or is unsuccessful (e.g. declined by intermediary bank). You can edit and choose for which payment status(es) you would like to receive notification. If you have not selected your preferred channel, you will receive the Outgoing Payment notification via email.
2. If the payment involves multiple authorizers, only the final approver of the payment will receive notifications, as per the selected payment status(es).

Investment order notification

Get notified when your stock purchase/sale orders and Unit Trusts buy/sell/switch orders are executed.

Important note

1. Only Primary Users can subscribe to Investment order confirmation notification
2. The settings for Investment order notification are independent from those for security notifications or personalised notifications.
3. Investment order notification will be sent via SMS only.

How to subscribe

Step 1 You can choose for which company profile you would like to receive the notifications.

The screenshot shows the HSBC Investment Order Confirmation page. The 'Company' dropdown menu is open, displaying four options: 'HSBC AMH CMB DBB TEST ACCOUNT 1', 'HSBC AMH CMB DBB TEST ACCOUNT 1', 'HSBC AMH CMB DBB TEST ACCOUNT 2', and 'HSBC AMH CMB DBB TEST ACCOUNT 3'. The 'Mobile phone number' field is visible below the dropdown. On the right side, there is a 'Notification preferences' panel with sections for 'Account notifications' and 'Transaction notifications', each containing several items with checkmarks.

Step 2 You will see some of the details of your chosen company profile. Click 'Edit' to update any details or add any missing information. All information is required to proceed with the subscription.

The screenshot shows the HSBC Investment Order Confirmation page with the 'Company profile' section expanded. The 'Company' dropdown is set to 'HSBC AMH CMB DBB TEST ACCOUNT 1'. The 'Company profile' section includes the following details: 'Preferred language for SMS/ email' is 'Traditional Chinese', 'Accept promotional notifications' is 'No', 'Mobile phone number' is empty, and 'Email address' is 'ww****@example.com'. A red box highlights the 'Edit' button at the bottom of the 'Company profile' section. The 'Notification preferences' panel on the right is also visible, showing the same settings as in Step 1.

Step 3

Please provide all information required and click 'Save'. Please note if you select 'No' for not accepting promotional notification (including but not limited to investment products), it will not stop you from receiving Investment Order Confirmation. The language preference here will only apply to SMS and email but not Business Internet Banking inbox message, you have to update the language preference for inbox message on 'Notification Preference' page.

HSBC

24 Mar 2020 14:20 (HKT) Log off

Edit Company Profile

Preferred language for SMS/ email

English Traditional Chinese

Accept promotional notifications

Yes No

Mobile phone number

Country or area code Phone number

852 -

Email address

ww****@example.com

Charge account (for chargeable alerts) ⓘ

Not applicable

Step 4

Click 'Add account' to select for which investment account(s) you would like to receive notifications.

HSBC

English ? 10 10 X Last login: 11 Sep 2020 10:35 (HKT) HSBC Log off

Accounts to receive notification

Account	Mobile phone number (SMS)
No record found	

Add account

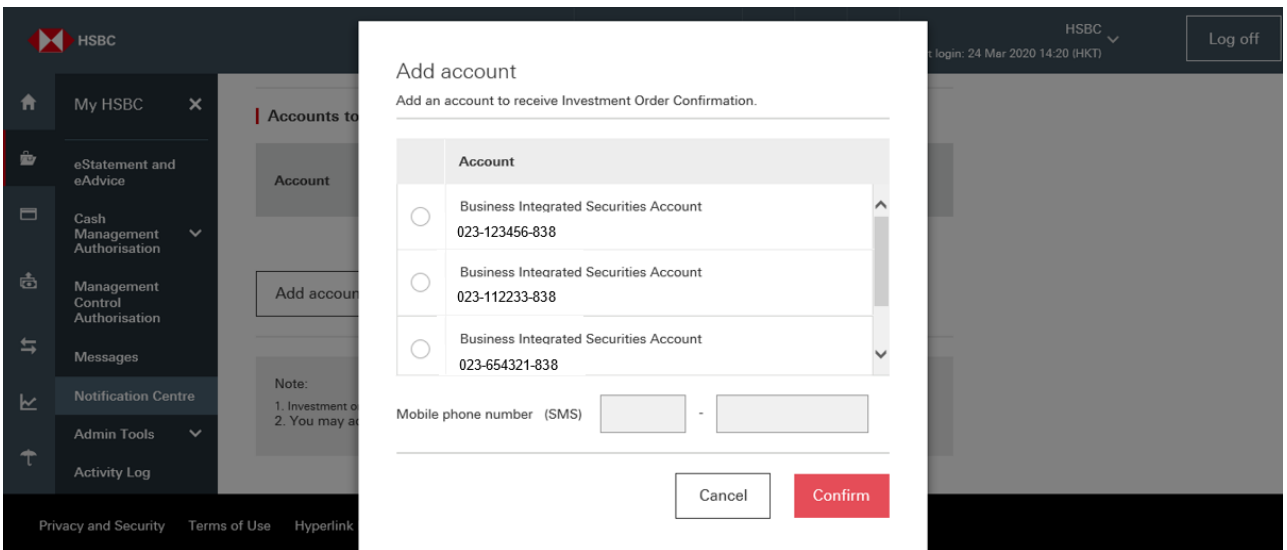
Note:

- Investment order confirmation notifications are free of charge.
- You may add / edit / remove accounts one-by-one using the action buttons.

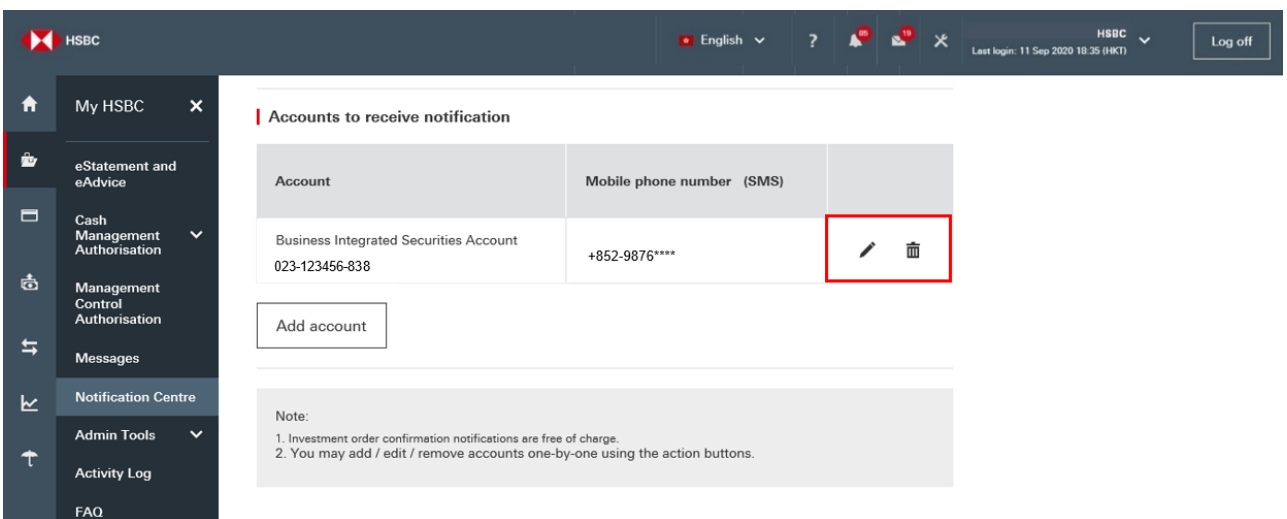
Step 5

The investment accounts that you can select here are the same as what you can view on Account Overview in BIB.

You can specify the mobile number which you want to receive notification for each investment account. For example, you can receive SMS notification at +852 9876 5432 for account A and +852 9988 7766 for account B. These mobile phone numbers can be different from the one you provided in Step 2.



All settings can be edited at any time. You can also remove any account if you don't want to receive the notification for that anymore.



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