

## User Guide

### Business Internet Banking Accounting Software Integration – “Manage Bank Feed” Tool

#### Introduction

This is a user guide for the Accounting Software Integration “Manage Bank Feed” tool. You should follow this guide if you are currently using the Xero platform to access this tool.

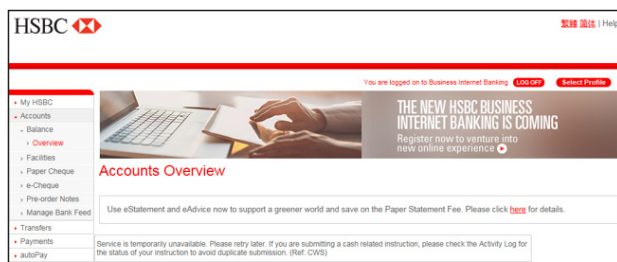
#### 1. Starting the “Manage Bank Feed” tool

##### 1.1. How to start the “Manage Bank Feed” tool

To start transferring transactional data from your accounts to Xero, click on “Set up bank feed”. You can start the tool by navigating to your Business Internet Banking homepage and selecting:

“Accounts” ➔ “Manage Bank Feed” from the Account Overview page.

At this time, you can only use this tool if you are a Primary User of Business Internet Banking.



##### 1.2. “Manage Bank Feed” landing page for new customers

If you have not used the online tool before, when you first open it you will see this page (fig 2):

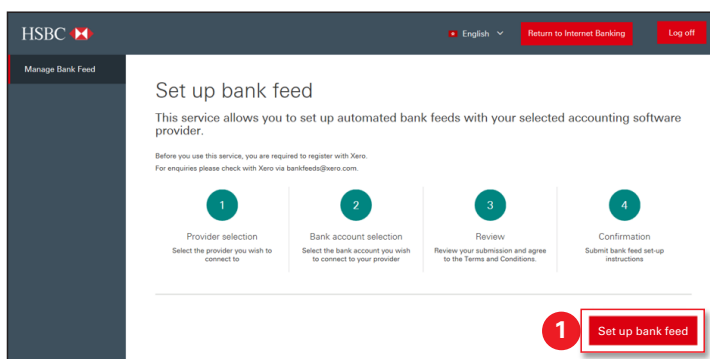


Fig 2

To use the “Manage Bank Feed” tool, click on **1** “Set up bank feed”.

You need to be registered with a partner provider to use this tool. At the moment, HSBC offers this service through Xero, which will be able to provide you with instructions if you would like to sign up for their services.

To learn more about Xero’s services, please visit their website: <https://www.xero.com/hk/hsbc/>

**HSBC is unable to help you register with Xero or provide information on the pricing of accounting service providers. Please contact Xero directly for more information.**

**If you have any existing connection(s) which is/are set up via paper forms or other previous sign-up tools, you will not see your connections appearing in this online tool.**

### 1.3. “Manage Bank Feed” homepage for customers with existing connections

If you have existing bank feed connections, you will see the “Manage Bank Feed” page (fig 3) when the tool is launched.

The page shows your existing connections to Xero and provides you with the opportunity to either disconnect these feeds or connect new accounts to Xero.

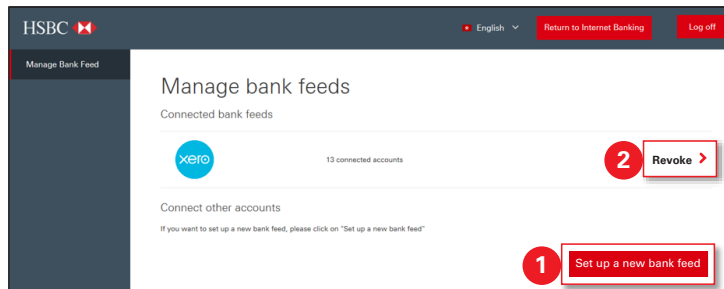


Fig 3

To set up a bank feed, click on **1** “Set up a new bank feed” under “Connect other accounts”.

To disconnect accounts, click on **2** “Revoke” near the Xero name or logo.

### 1.4. Note for existing Xero users

If you have an existing bank feed with Xero, set up via our paper forms or previous sign-up tools, you will not see those connections in the online tool.

You also will not be able to use the tool to modify account connections set up using other methods.

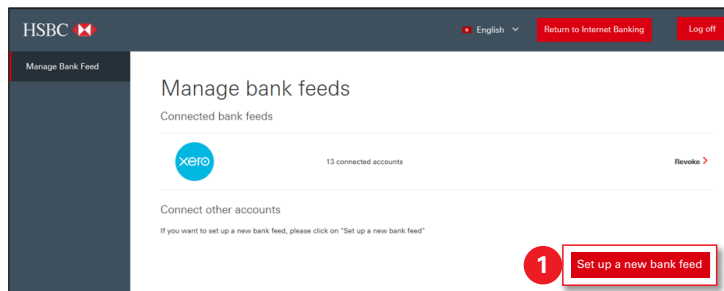
If you accidentally choose to connect accounts that were connected using other methods, they will be rejected by Xero and you will receive an email from Xero to confirm this. This does not affect existing bank feeds, and HSBC will keep on sending transaction data to Xero.

For further information about the process, please contact Xero at [bankfeeds@xero.com](mailto:bankfeeds@xero.com).

## 2. Connecting new accounts

### 2.1. How to start the connection process

Select **1** “Set up a new bank feed” from the “Manage Bank Feed” page to start connecting new accounts.

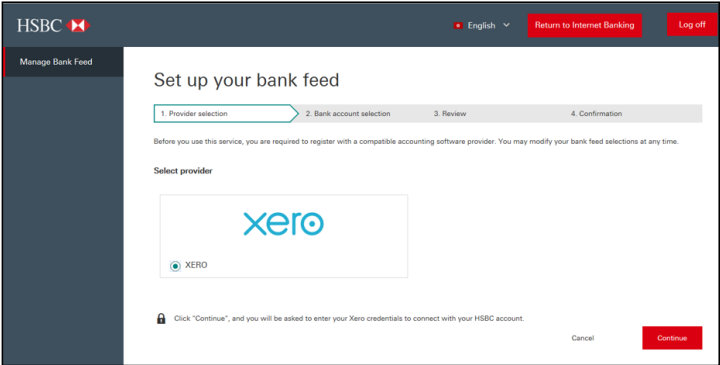


**Before attempting to connect accounts, you must have an existing subscription to Xero. HSBC cannot help you with registering or correcting provider-related issues. Instead, please refer to Xero’s website at <https://www.xero.com/hk/hsbc/> for details.**

2.2. Selecting your accounting service provider

The first step in setting up new connections is to select your accounting service provider. At the moment, HSBC offers this service through Xero. You must be registered with Xero before setting up a new connection.

You can remove accounts connected by mistake at any point.



3. Using the “Manage Bank Feed” tool for Xero users

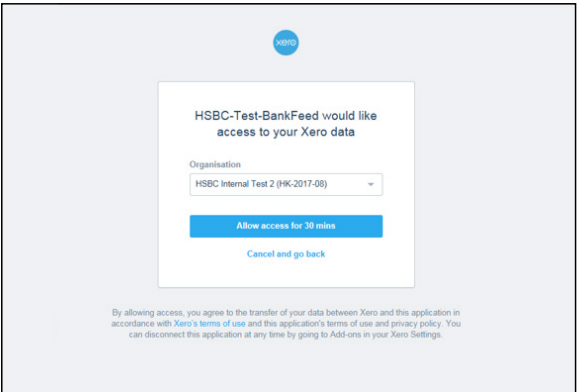
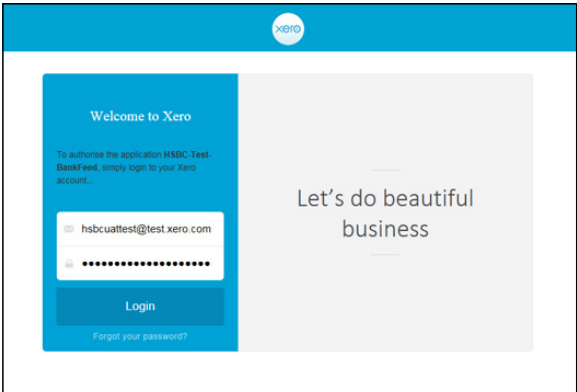
3.1. Redirection to provider

Xero will authenticate you before you set up a bank feed and select your accounts, so you will need to have your Xero username and password ready.

It is secure for you to enter your Xero credentials when you are signing in. HSBC will not store or monitor this information.

After logging in to Xero, you must select the organisation to which you wish to connect your HSBC accounts. Please note, Xero will reject accounts not associated with the selected Xero organisation, so these should not be chosen.

If you have logged on to your Xero account within 30 minutes of launching the tool, you will not be asked to log on again. You will be automatically redirected to select your organisation on the Xero website.

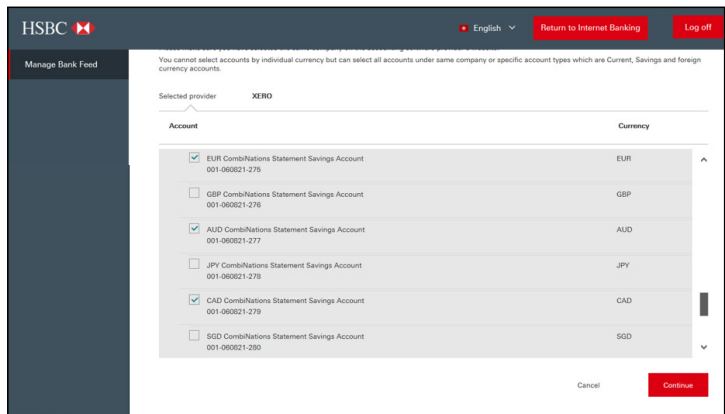
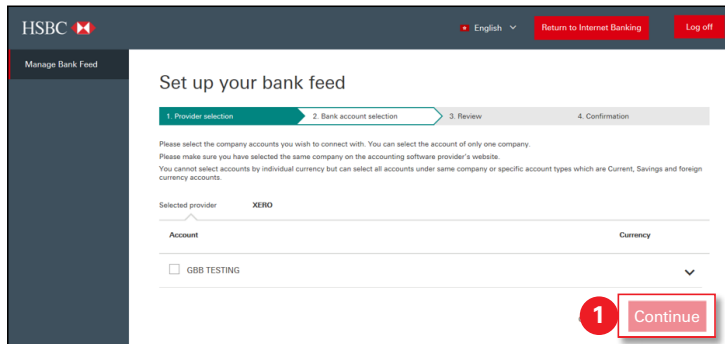


### 3.2. Selecting your accounts

This page shows all eligible accounts available for connection. Currently, HSBC supports bank feed connections for current, savings and foreign currency accounts\*. Once you have selected an account, click on **1** "Continue".

\*Types of account eligible for bank feed setup:

- Business Integrated Account – HKD Current, HKD Savings and Foreign Currency Statement Savings. Other account types within a Business Integrated Account will not be supported.
- HKD Current accounts
- HKD Savings accounts (Passbook and Statement Savings)
- USD Passbook Savings
- CombiNations Savings
- Foreign Currency Current Accounts
- Foreign Currency Statement Savings



#### Warning for Xero customers:

- If you have existing Xero bank feeds set up via our paper form or previous sign-up methods, you will see these as available for connection. Please do not select these accounts. If you do, Xero will reject the connection attempt.
- Please note that if you choose accounts not associated with the Xero organisation you previously selected, Xero will automatically reject these connection attempts.

3.3. Reviewing your choices

We need to collect your consent via the 1 tick box to share your bank transaction data with your chosen provider. You will not be able to continue the process if you have not ticked the box.

If you would like to change your selection at this point, you can do so by clicking on the 2 "Back" button, which will redirect you to the account selection page.

To terminate the set-up process, please click on 3 "Cancel" to be taken back to the previous page.

HSBC

English

Return to Internet Banking

Log off

Manage Bank Feed

Set up your bank feed

1. Provider selection

2. Bank account selection

3. Review

4. Confirmation

Please verify and click "Connect with bank feed" to confirm the instruction.

Selected provider

XERO

Account

Currency

GBB TESTING

EUR CombiNations Statement Savings Account

001-06021-275

EUR

AUD CombiNations Statement Savings Account

001-06021-277

AUD

CAD CombiNations Statement Savings Account

001-06021-279

CAD

1

☒ Connect to Bank Feed

2

Back

3

Cancel

Connect with bank feed

By ticking this box and selecting "Connect to Bank Feed", you consent to and acknowledge (for yourself and on behalf of your business) the following:

1. we will send information about transactions through your selected accounts ("Transactional Data") to the named accounting provider (the "Provider"), in accordance with our Bank Feed Policy, until such time as you revoke your authorisation for us to do so;

2. the Provider will use Transactional Data in providing its services (the "Provider's Services") to you in accordance with the Provider's own data handling policies. Please familiarise yourself with the Provider's data handling policies before connecting to the Bank Feed;

3. we will be receiving commissions from the Provider for your use of the Provider's Services and the Provider's use of the Transactional Data; and

4. we may collect from the Provider certain data about our customers' use of the Provider's Services and their financial data to help us assess the benefits of the Provider's Services and to identify ways we can improve our own services to better serve our customers. This information will not contain individual customers' names or other identifiers, but re-identification may be possible.

Bank Feed Policy

3.4. Confirmation

After you have ticked the box to give your consent, HSBC will immediately communicate your customer account selection choices via a live connection to Xero. This allows Xero to evaluate these choices online. Based on Xero's response, HSBC will then provide one of the following three responses:

1. "The set up bank feed instruction has been submitted successfully."

In this case, all selected accounts were successfully connected. HSBC will start sending bank feed data to Xero within two working days.

HSBC

English

Return to Internet Banking

Log off

Manage Bank Feed

Set up your bank feed

1. Provider selection

2. Bank account selection

3. Review

4. Confirmation

The set up bank feed instruction has been submitted successfully.

Your bank feed connection will be confirmed by Xero after 2 working days.

If the selected accounts have not been connected successfully with Xero after 2 working days, please check the email that Xero send to you or contact Xero via bankfeeds@xero.com.

Date

17 Oct 2017 15:48

Actioned by

PUSER1

Selected provider

XERO

The new connections below to be processed in Xero

Currency

GBB TESTING

EUR CombiNations Statement Savings Account

001-06021-275

EUR

AUD CombiNations Statement Savings Account

001-06021-277

AUD

CAD CombiNations Statement Savings Account

001-06021-279

CAD

Print this screen

Back to account overview

2. "The set up bank feed instruction has been submitted successfully." for those that have been connected, and "The new connections instruction below rejected." for those that have failed.

When these two messages are displayed, Xero has rejected some of the selected accounts. Xero will be in touch with you to explain why. Once any issues with the Xero software have been sorted out, you will need to reconnect any rejected accounts in HSBC Business Internet Banking. For the accounts that have been accepted, HSBC will start sending bank feed data to Xero within two working days.

HSBC

English

Return to Internet Banking

Log off

Manage Bank Feed

Set up your bank feed

1. Provider selection

2. Bank account selection

3. Review

4. Confirmation

The set up bank feed instruction has been submitted successfully.

Your bank feed connection will be confirmed by Xero after 2 working days. If the selected accounts have not been connected successfully with Xero after 2 working days, please check the email that Xero send to you or contact Xero via [bankfeeds@xero.com](mailto:bankfeeds@xero.com).

Date

19 Oct 2017 11:37

Actioned by

PUSER1

Selected provider

XERO

The new connections below to be processed in Xero

Currency

AUD Current Account

001-060748-203

AUD

CAD Current Account

001-060748-204

CAD

CHF Current Account

001-060748-205

CHF

JPY Current Account

001-060748-207

JPY

The new connections instruction below rejected

Bank feed set-up instruction is rejected. For details, please refer to the email by Xero or contact Xero at [bankfeeds@xero.com](mailto:bankfeeds@xero.com).

The new connections instruction below rejected

Currency

GBP Current Account

001-060748-202

GBP

EUR CombiNations Statement Savings Account

001-060821-275

EUR

GBP CombiNations Statement Savings Account

001-060821-276

GBP

AUD CombiNations Statement Savings Account

001-060821-277

AUD

CAD CombiNations Statement Savings Account

001-060821-279

CAD

RMB Current Account

001-060938-209

CNY

Print this screen

Back to account overview

3. "The new connections instruction below rejected."

This message means Xero has rejected all of the selected accounts. Xero will be in touch with you to explain why. Once any issues with the Xero software have been sorted out, you will need to reconnect the rejected accounts in HSBC Business Internet Banking.

HSBC

English

Return to Internet Banking

Log off

Manage Bank Feed

Set up your bank feed

1. Provider selection

2. Bank account selection

3. Review

4. Confirmation

The new connections instruction below rejected

Bank feed set-up instruction is rejected. For details, please refer to the email by Xero or contact Xero at [bankfeeds@xero.com](mailto:bankfeeds@xero.com).

Date

17 Oct 2017 17:04

Actioned by

PUSER1

Selected provider

XERO

The new connections instruction below rejected

Currency

GBB TESTING

RMB Current Account

001-060938-209

CNY

Print this screen

Back to account overview

In the event that you accidentally connect accounts, please launch the "Manage Bank Feeds" connections tool.

Once on the screen showing providers and the number of accounts connected, please select "Revoke".

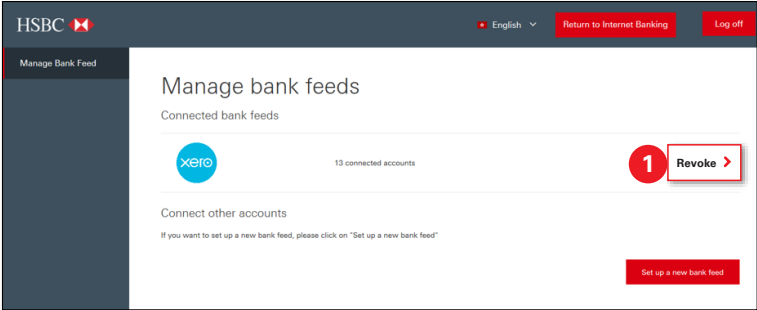
Then, on the next screen, select the accidentally connected accounts and click on "Disconnect accounts from bank feed". The accounts will then no longer be connected to Xero. HSBC requires two working days to process this request.

## 4. Disconnecting accounts for Xero users

### 4.1. Starting the disconnection process

To start disconnecting existing account connections, you must click on **1** "Revoke" near the Xero logo on the main page.

If you have existing connections set up via paper form or other previous sign-up tools, you will not see these connections on this online tool.

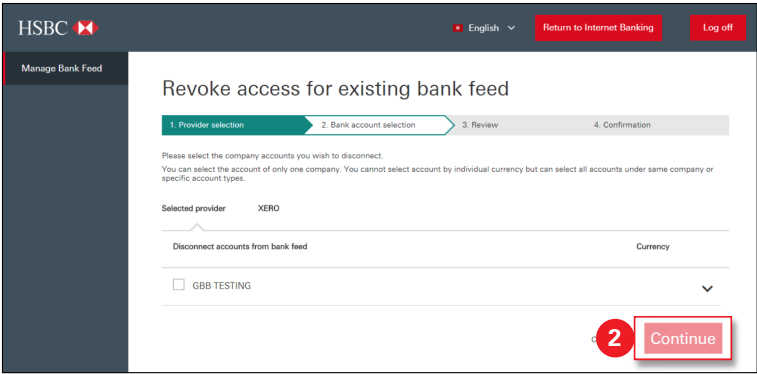


**Please have your Xero username and password on hand, as you will need these during the disconnection process.**

### 4.2. Selecting the accounts to disconnect

All previously connected accounts are shown on this page. Once you select the ones you wish to disconnect, click on **2** "Continue" to review your selection.

If you have an existing Xero bank feed set up via HSBC's paper form or previous sign-up tools, please speak to Xero to disconnect these accounts.

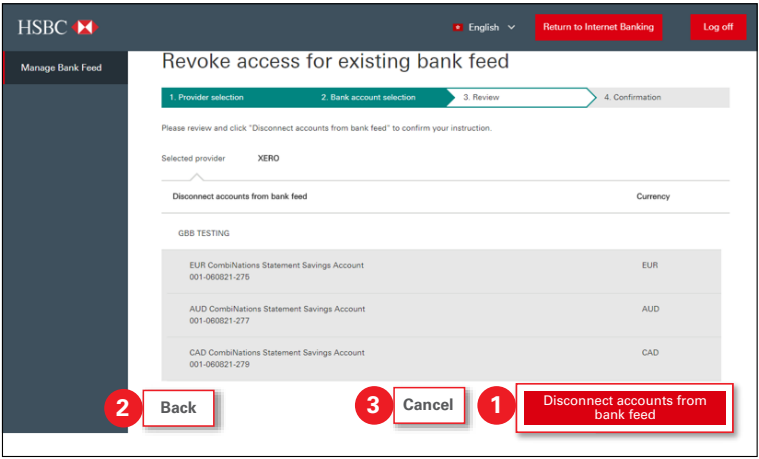


4.3. Reviewing the disconnection selection

Once you have confirmed your choice of the accounts you would like to disconnect, click on **1** “Disconnect accounts from bank feed”.

If you wish to change your selection at this stage, click on **2** “Back” to be redirected to the account selection page.

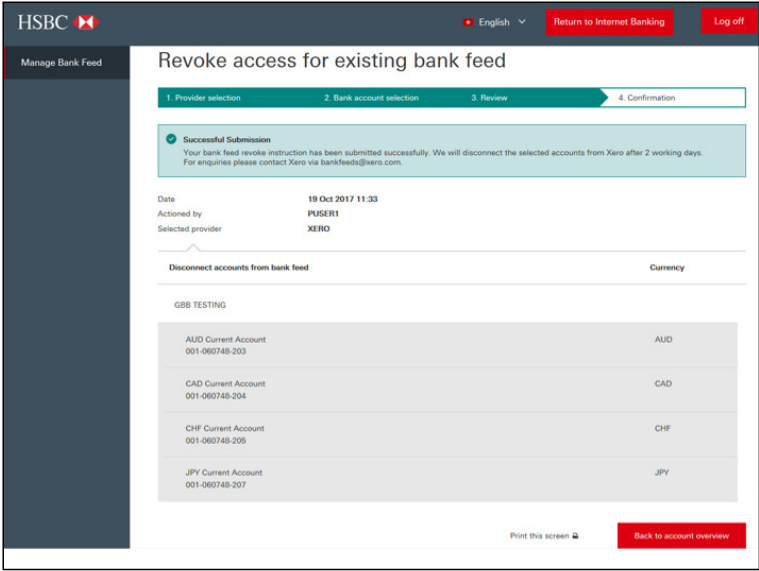
If you wish to stop the disconnection process, click on **3** “Cancel” to be taken back to the main page.



4.4. Confirmation

Once you have submitted your disconnection choices, HSBC will immediately acknowledge them and stop sending your bank feed data to the accounting software within two working days.

If you disconnect one or more accounts by accident, please launch the “Manage Bank Feed” connections tool, click on “Set up a bank feed” and follow the on-screen instructions.



**Note for Xero users: HSBC will still stop sending data to Xero within two working days. However, Xero may be in touch with you to discuss any outstanding account settings issues. HSBC is unable to help you with these issues. Please watch out for any emails from Xero or contact them at bankfeeds@xero.com.**