

HKSAR Government Purchasing Card Resource Centre

Welcome to our resource centre. Here you can download or print out forms and documents designed to make your life easier.

Effective on **1 Aug 2019**, Government Purchasing card holders can contact **HSBC dedicated hotline 2748 8266** for any card related enquiries.

Dispute case handling:

Effective on 3 Jan 2019, EMAIL submission is accepted via gov.card.dispute@hsbc.com.hk
Please refer the **updated** dispute form from the link below.

Payment Arrangement:

HSBC only accepts the following payment methods:

- Cheque payment (send to "Card Centre, PO Box No. 73730, Kowloon Central Post Office, Hong Kong" at least 3 working days before the payment due date);
- Direct Debit;
- Fund transfer via HSBC's ATM in Hong Kong;
- Cash settlement via any local branches in Hong Kong

Forms

*Please send original completed form and/or written instruction (with authorized persons' signatory (*please refer Signing Power) plus Department chop) by **POST** to "Card Centre" at 8/F, Tower 2 & 3, HSBC Centre, 1 Sham Mong Road, Kowloon.*

<FAX and EMAIL are NOT accepted>

- [Departmental Account Opening Form](#)
- [Signature Form](#)
- [Cardholder Nomination Form](#)
- [Usage Specification Form](#)
- [Signature Revision Form](#)
- [Dispute Form \(Updated\) <Email submission is available>](#)
- [Exception Reports/Interim Statement Request Form](#)
- [SmartData Enrollment Form \(For retrieval of online reports or data feed to ERP system\)](#)

Guides

- [Billing Cycle \(Year 2024 / Year 2023\) *](#)
- [Signing Power *](#)

Supplier List

- [By Supplier Name *](#)
- [By Merchant Category Code *](#)

Smartdata – eReporting Tool

- [Program Administrator's User Guide](#)
- [Card holder's User Guide](#)
- [Quick Guide – Download Statement](#)
- [Smart data - Company Registration Code *](#)

Supplier Nomination Contact

- Merchant Services Hotline
 - Tel: (852) 2969 9888
 - Fax: (852) 3529 5896

Contact information

- [Purchasing Card Service Hotline](#)
 - **Tel: (852) 2748 8266**
- Escalation contact
 - Ms Joyce To
VP, Client Service
Direct line: 3604 7156
Email: joyce.c.m.to@hsbc.com.hk
 - Ms Amanda Tong
VP, Client Service
Direct line: 3941 7325
Email: amanda.k.w.tong@hsbc.com.hk
 - Mr Andy Lau
SVP, Account Manager
Direct line: 2822 7658
Email: andyyslau@hsbc.com.hk



Notes: * Some documents are password encrypted. Please open the document using the password to log into this Resources Centre.