

Business Internet Banking Security Device Issuance / Replacement Fee FAQ

1. What is the Business Internet Banking Security Device Issuance / Replacement Fee?

With effect from 1st August 2014, a standard charge of HK\$100 will be imposed on each Business Internet Banking security device issuance or replacement, which applications are submitted via Branches, PhoneBanking or mail-in to HSBC.

2. Why is there a fee for the issuance / replacement of Business Internet Banking security device?

This is the Bank's business decision to apply fee on Business Internet Banking security device issuances / replacement, which is in line with market practice. It is also the Bank's intention to encourage customers safe-keeping of the Business Internet Banking security devices against losses and damages.

3. Who are subject to the fee?

All Business Internet Banking users who request for Business Internet Banking security device issuances or replacements are subject to the fee, with exemptions under three circumstances:

- i) Applications from new-to-bank customers who sign up for Business Internet Banking that comes with security device issuance during their account opening process
- ii) Issuances or replacement applications made via Business Internet Banking
- iii) Applications that related to Business Internet Banking access to MPF and / or eReceivable Finance function(s) only

4. Why is Business Internet Banking security device issuance or replacement not charged to new-to-bank customers*?

This is a special pricing offer to HSBC new-to-bank customers.

*Note: Security devices fee is exempt only when new-to-bank customers sign-up for Business Internet Banking during their account opening process with HSBC. Any subsequent applications will be considered as existing HSBC customers.

5. Why is Business Internet Banking security device issuance or replacement not charged to applications placed via Business Internet Banking?

At HSBC, we encourage customers to carry out their transactions / instructions by making use of their Business Internet Banking. Only security device applications that submitted via Branches, PhoneBanking or mail-in to HSBC, will be charged.

6. When will the fee be debited from my account?

HSBC will collect Business Internet Banking security device issuance / replacement fee by debiting your designated Business Internet Banking principal account on the 7th day of the following month (or next immediate working day if it falls on a public holiday) after the security device application has been processed. You will also find the debit entry on your account statement reflecting the charge.

7. If I lose my Business Internet Banking security device and request for a new one, will the fee be applied?

For replacement applications for lost security device, the fee of HK\$100 per will be charged per security device.

Above all, customers are always encouraged to safe-keep their Business Internet Banking security devices for security reason.

8. If my Business Internet Banking security device runs out of battery, and I need to request for a new one, will the charge be applied?

Before your Business Internet Banking security device runs out of battery, there will be a reminder displayed on the device itself (i.e. 5 weeks prior to the estimated battery life run out), to alert customers the need for replacement. We encourage you to submit the security device application via Business Internet Banking, which no charge will be applied. However, if the replacement application is submit via Branches, PhoneBanking or mail-in to HSBC, the fee of HK\$100 per will be charged per security device.

9. Where could I find out more information on all the tariffs applied to commercial customers?

Please click [here](#) to find out more information about the tariffs applied to Hong Kong commercial customers.