

Welcome to HSBC Business Direct –
Experience our simple banking
solution anytime, anywhere



HSBC Business Direct product guide

HSBC understands every small business needs an efficient and convenient banking support.

Therefore, as your trusted business partner, we have developed HSBC Business Direct, a simple yet complete banking solution, giving you hassle-free control of your banking transactions anytime, anywhere.

For Business Integrated Account General Terms and Conditions, please visit

www.business.hsbc.com.hk/en-gb/tnc

or contact us for details.

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A quick guide to HSBC Business Direct

6 easy steps to manage your account



Step 1:

Receive an SMS and/or email confirmation for account opening.



Step 2:

Check if you have received the account service tools below:

Account Service Tools Checklist*:

Business Internet Banking Authentication SMS Sent via the mobile phone you registered with the bank	<input type="checkbox"/>
Business Internet Banking PIN	<input type="checkbox"/>
Business Internet Banking Security Device	<input type="checkbox"/>
Business Debit Card	<input type="checkbox"/>
Business Debit Card PIN	<input type="checkbox"/>
Cheque book(s) Mailed to your correspondence address	<input type="checkbox"/>
eStatement PIN (for Investment Accounts) Mailed to your correspondence address	<input type="checkbox"/>

* Applicable to each authorised user of optional service.



Step 3:

Complete your first-time registration for Business Internet Banking. Please refer to the Business Internet Banking registration guide at business.hsbc.com.hk/new-BIB or scan the QR Code now.



Step 4:

Place a minimum deposit of HK\$10,000 or foreign currency equivalent of US\$1,000 to activate your account.



Step 5:

Download HSBC HK Business Express mobile app and follow us on WeChat (HSBCHKBusiness) to stay on top of your account on the go.



Step 6:

Activate Mobile Security Key in HSBC HK Business Express mobile app, to log on to Business Internet Banking and make payments via the app without a physical Security Device.

Any question? Call us on +852 2748 8288

|| Digital banking solutions

Let us fuel your business growth with our innovative banking services.
Please scan the QR Code to check out all available digital banking solutions.



Stay on top of your account on the go



Business Internet Banking:

Easy access to your account and new tools including activity tracker, business insights and offers that are tailored to your business.



HSBC HK Business Express mobile app:

Comprehensive banking app that enables you to securely and easily manage your accounts, make local and foreign currency transfers, make enquiries, and many more.



Mobile Security Key (MSK):

MSK in the HSBC HK Business Express mobile app turns your mobile phone into a security device for a straight-through logon to your company account and payment confirmations, on both Business Internet Banking and the mobile app.



WeChat banking and notification service:

You can now check your business account balance, incoming fund transactions, commercial card information, and receive designated transactions and account maintenance service notifications from us via WeChat – anytime, anywhere as long as your mobile device is connected to the Internet.



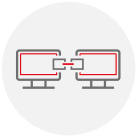
Notification Centre:

Whether you are a primary or secondary HSBC Business Internet Banking user, you can customise the notification setting of your own choice based on your business needs.



|| Digital banking solutions

Enjoy faster and simpler banking with other digital solutions



HSBC LinkScreen:

A shared-screen digital platform where you will be able to read information, electronically sign and submit application documents while speaking to our Financial Services Specialist.



Instant messaging:

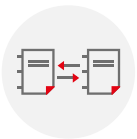
Get instant responses 24/7 from our virtual assistant (Ask Amy) and our customer services officers through your desktop computer, tablet or mobile device.

Beyond banking experience



HSBC Smart Solution:

An innovative platform that connects multiple business applications to automate your workflow, from bank data analysis and shipment tracking, to payment reconciliation and consolidation. Without extra cost or registration, you can focus on more important work and make smarter decisions faster.



Accounting software integration:

Smart finance assistant to streamline accounting processes with automatic bank feed from your business account to the accounting software.



HSBC VisionGo:

An online community where entrepreneurs share insights and resources to help explore more business opportunities in Hong Kong SAR, the mainland China and beyond. You can also contribute, build connections and showcase your brand to raise company exposure to drive business forward.



Account and deposit services

All-in-one banking solutions

An integrated account with a single account number offering access to deposit, credit and investment services.

Apart from Hong Kong Dollar, foreign currency savings is also available in 11 currencies:

- Australian Dollar (AUD)
- Canadian Dollar (CAD)
- Euro (EUR)
- Japanese Yen (JPY)
- New Zealand Dollar (NZD)
- Pound Sterling (GBP)
- Renminbi (RMB)
- Singapore Dollar (SGD)
- Swiss Franc (CHF)
- Thai Baht (THB)
- US Dollar (USD)

A monthly consolidated statement will be provided for an overview of your account balances, transaction history and credit-related information.



Tips

Scan the QR Code to learn more about the features and benefits of HSBC Business Direct.



IV Payment and collection services

Payment

Faster Payment System

With Faster Payment System (FPS), you can now initiate HKD or RMB payments to your business partners in Hong Kong SAR using their mobile phone numbers, email addresses or FPS IDs as alternatives to bank account numbers. The funds will be transferred in real time after your confirmation.

Note: Please refer to business.hsbc.com.hk/FPS for details.

Outward Telegraphic Transfers

Leverage on HSBC's efficient and reliable overseas payment solutions when making outward telegraphic transfers. Take advantage of our real-time foreign exchange rates through Get Rate on Business Internet Banking, or HSBC HK Business Express mobile app while making payments.



Tips

Scan the QR Code or go to business.hsbc.com.hk/bizeSeries to watch the video in our Business Banking eSeries to learn more about our payment services.



Enjoy preferential exchange and Telegraphic Transfer rate by making payments via our Business Internet Banking or HSBC HK Business Express mobile app.

Subject to the applicable Terms and Conditions.

IV Payment and collection services

Collection

PayMe for Business

Connect to 2.5 million PayMe users* and start collecting payments instantly in the palm of your hand. Your customers will be able to pay you as easily as they pay their friends.

* As of July 2021.

SVF Licence Number: SVFB002



HSBC Business Collect

Leverage on faster payment infrastructure and QR Code technology on our latest collection solution to receive mobile payments instantly via bill payment, mCommerce, eCommerce and Point of Sale.



Inward Telegraphic Transfers

HSBC Inward Telegraphic Transfers allows you to receive funds from your customers' accounts. You can check whether the incoming funds have arrived via Business Internet Banking and HSBC HK Business Express mobile app.



Tips

- Beneficiary Bank Name: HSBC Hong Kong
 - Beneficiary Bank Address: 1 Queen's Road Central, Hong Kong
 - Beneficiary Bank Code: 004 (for local payment)
 - SWIFT Address: HSBCHKHHHKH (for telegraphic transfers)
-
- If you wish to give written telegraphic transfer instructions, you may download telegraphic transfer application forms at business.hsbc.com.hk/en-gb/form-download-centre and return your completed forms to HSBC-Network Services Centre, 1/F, Tower 2, HSBC Centre, 1 Sham Mong Road, Kowloon, Hong Kong.
 - Your account will be closed if it has not been funded or activated with transactions within six months after account opening.

V Financing and commercial cards

InnoTech Business Instalment Loan

Digital innovation and eCommerce are pulling customers and businesses closer. In HSBC, we are ready to empower you with fast and simple financing solutions to adopt the transformation, so you can further capture opportunities and fulfil your operational needs.

Note: All applications for InnoTech Business Instalment Loan are subject to the applicable terms and conditions which will be set out in the related application form and loan notification letter.



Tips

Scan the QR Code or go to business.hsbc.com.hk/bizeSeries to watch the video in our Business Banking eSeries to learn more about the potential risks and trade solutions for InnoTech business supply chain.



Secured Credit Facility

- Your available credit limit (a maximum of HK\$10,000,000) is adjusted automatically according to the daily asset value and can be utilised for overdraft, documentary credit issuance, bank guarantee issuance and trade finance*.
- Acceptable types of secured assets include Hong Kong Dollar and foreign currency time deposits, bonds, certificates of deposit, locally quoted unit trusts and more.
- No arrangement fee or monthly service fee required for the use of this service.

* This facility is applicable to selected trade and guarantee products. For the service charges for issuing documentary credits and bank guarantees, please refer to the latest Commercial Banking Tariffs.

Note: For the calculation of credit limit and the interest rate for overdraft, please refer to business.hsbc.com.hk/en-gb/financing-and-credit-cards/commercial-lending/business-integrated-account-secured-credit-facility



HSBC Business Mastercard®

- Interest-free repayment period of up to 56 days.
- Individual credit limits can be assigned on a card-by-card basis.
- Monitor company expenses through detailed management information reports with individual card activity.
- Earn RewardCash and enjoy year-round merchant discount offers[#] on your card spending.

[#] Subject to the detailed terms of respective Merchant Agreements.

Reminder: "To borrow or not to borrow? Borrow only if you can repay!"



VI Global Trade and Receivables Finance

HSBC provides comprehensive trade services including trade and supply chain solutions, trade financing and receivables finance.

- A range of Guarantees, Bonds and Standby Documentary Credits* may advance the competitiveness of your business for commercial or statutory requirements.
- HSBC also extends trade financing solutions into service trade for service sector providers, new economy companies and businesses of other service related operating activities (e.g. logistics and advertising fee).
- Access trade transaction status of your documentary credits, collections, payments and other items across markets and countries faster and easier with Trade Transaction Tracker.
- Comprehensive online trade capabilities enable you to receive copies of your Documentary Credits and trade advices via email, and check on your documents' latest delivery status.
- Store your original Documentary Credits safely and free of charge, minimising the risk of losing any original Documentary Credit in transit.
- Safeguard your supply and sales chain with our comprehensive, customisable trade related insurance solutions.
- Enjoy greater trade banking convenience with our Trade Document Drop-off service all around Hong Kong SAR.
- Numerous awards achievement, for example, The Market Leader for Trade Finance Globally, The Market Leader for Trade Finance in Hong Kong SAR and Best Service for Trade Finance in Hong Kong SAR from Euromoney Trade Finance Survey 2021.

* Only applicable to eligible customers as determined by The Hongkong and Shanghai Banking Corporation Limited ("the Bank") at its sole discretion.

Reminder: "To borrow or not to borrow? Borrow only if you can repay!"

VII Mandatory Provident Fund (MPF)

HSBC is one of the MPF providers in Hong Kong SAR. With our full range of MPF services, you can select the scheme that suits the needs of your company and employees the most.

Other than exempt persons, you need to enrol all your employees in the MPF scheme and start contribution if they are 18 to 64 years old, working full-time or part-time and employed for a continuous period of 60 days. Contact us directly to apply for HSBC Mandatory Provident Fund Scheme now.



HSBC offers a range of insurance products to provide comprehensive coverage for your business.

■ **Mandatory Employees Benefit and Protection**

When you start doing business in Hong Kong SAR, you have to fulfil certain regulatory requirements. Make sure you have a Mandatory Provident Fund and Employees' Compensation Insurance coverage for your employees.

■ **Business Protection**

When your business starts to grow, opportunities often come with risks which may lead to potential business interruptions and financial losses. We would like to introduce to you various packaged insurance solutions provided by our preferred partner, AXA, which could help protect your business. Our business insurance solutions provide comprehensive coverage and a range of optional benefits you can choose from to suit your own business needs.

Asset and Liability Protection: General insurance products can be tailored to provide comprehensive asset and liability solution for commercial customers in one stop.

Life Protection Solutions: Life protection provides the financial support you need to keep your business running and meet loan repayments in case you lose your partner or key employee due to critical illness, disability or death.

Capital Preservation and Accumulation: Life insurance solutions with structured business planning arrangement put in place business succession strategies to help ensure the business remains intact, while providing liquidity for family members in the unfortunate event of an owner's critical illness or death. Life insurance combined with legacy planning can help you maximise the benefits of assets for you and your heirs.

■ **Trade Risks Insurance Protection**

Trade credit insurance and marine cargo insurance protect your trading interests against the risk of bad debt, and your goods against loss during transit.



Tips

Scan the QR Code or go to business.hsbc.com.hk/bizeSeries to watch the video in our Business Banking eSeries to learn more about Business Protection.



For details of the respective insurance plans, please visit business.hsbc.com.hk/protection or contact us on +852 2748 8238.

All general insurance products are underwritten by AXA General Insurance Hong Kong Limited ("AXA"). AXA will be responsible for providing your insurance coverage and handling claims under your policy.

All Life insurance products are underwritten by HSBC Life (International) Limited ("HSBC Life"). Trade credit insurance is underwritten by Euler Hermes. AXA, HSBC Life and Euler Hermes are authorised and regulated by the Insurance Authority. The Hongkong and Shanghai Banking Corporation Limited ("HSBC") is registered in accordance with the Insurance Ordinance (Cap. 41 of the Laws of Hong Kong) as an insurance agency of AXA for the distribution of general insurance products, and as an insurance agency of HSBC Life for the distribution life insurance products, in the Hong Kong SAR. HSBC has entered into a referral agreement with Euler Hermes to enable HSBC to refer its customers to Euler Hermes for information and advice about trade credit insurance.

Hong Kong SAR Stock Trading

Seize investment opportunity with efficient stock-trading services.



Tips

Want to learn more?

Scan the QR Code to understand more about our stock-trading services.



Unit Trusts

You can search for prices, fund types or fund houses, and investment region that you prefer online. Diversify your investments with our great range of Unit Trusts.



Tips

Want to learn more?

Scan the QR Code to understand more about the features and benefits of Unit Trusts.



Important Risk Warning:

- Investment involves risks. The information in this document does not constitute an offer to sell or solicitation for the purchase or sale of any deposit or investment in any products referred to herein. The price of investments may move up or down. There is an inherent risk that losses may be incurred rather than profit made as a result of buying and selling investment products.
- Some of the funds are structured products which involve derivatives. The investment decision is yours but you should not invest in fund(s) unless the intermediary who sells it to you has explained to you that the product is suitable for you having regard to your financial situation, investment experience and investment objectives.
- You should carefully consider whether any investment products or services mentioned herein are appropriate for you in view of your investment experience, objectives, financial resources and circumstances.
- Investors should not only base on this document alone to make investment decisions.
- Unit Trusts are NOT equivalent to time deposits.
- In the worst case scenario, the value of the funds may be worth substantially less than the original amount you invested (and in an extreme case could be worth nothing).
- Investment involves risks. Past performance is no guide to future performance of the funds.
- The value of investments and the income from them can fluctuate and is not guaranteed. Investors may not get back the amount they invested.
- Investment returns not denominated in HKD or USD are exposed to exchange rate fluctuations. Rates of exchange may cause the value of investments to go up or down.
- Please refer to the offering documents of the respective funds for details, including risk factors.
- The contents of this document have not been reviewed by the Securities and Futures Commission.

Key service fees

Monthly service fee

A monthly service fee for your HSBC Business Direct account will be charged based on your average Total Relationship Balance[†] in the previous three-month period.

Total Relationship Balance	Monthly service fee*
HK\$50,000 or above	Waived
Below HK\$50,000	HK\$200

* Monthly service fee will be charged on the fourth working day of each month. The monthly service fee applies to each Business Integrated Account held by the customer.

† Total Relationship Balance (TRB) is calculated based on the balances in the accounts maintained with HSBC in Hong Kong SAR by a company with the same business registration number. Your TRB includes the following:

- Hong Kong dollar/Renminbi/foreign currency deposits;
- Market value of your securities, unit trusts, bonds, certificates of deposit, Equity Linked Investments, Structured Notes and Wayfoong Statement Gold;
- Deposit amount of your Structured Investment Deposits and Deposit Plus;
- Your utilised credits within approved limits (excluding residential mortgage loans);
- Statement Balance shown on the statements of your Business Cards/Corporate Cards/Purchasing Cards;
- Cash value of your insurance policies.

Inactive account charge

An inactive account charge for your HSBC Business Direct account will be charged every June and December in the year if your account with previous three months' average Total Relationship Balance falls below HK\$50,000 AND is inactive for a period of time as specified below:

Account inactive period	Inactive account charge
(i) Inactive for more than 1 year	HK\$350
(ii) Inactive for more than 2 years	HK\$450

Note: Please refer to the latest tariff available on our public website for other service charges.

Key service fees

Counter transactions

The total number of counter transactions undertaken by your company in a month will determine the monthly transaction fee.

Total number of counter transactions per month	Counter transaction fee
0-3	Waived
Over 3	HK\$10 per transaction from the 4 th counter transaction onwards

1. The following transactions conducted over branch counters with the assistance of an HSBC branch staff are considered as counter transactions: cash deposit (including bulk cash deposit); cash withdrawal; paper cheque deposit (including bulk paper cheque deposit and house paper cheque deposit); paper cheque withdrawal; mixed deposit (i.e. conducting cash and paper cheque deposit in 1 transaction); and withdrawal from transfer between two HSBC accounts in Hong Kong SAR.
2. These counter transactions could be initiated by your company or a third party.
3. Total number of counter transactions is calculated based on the total number of counter transactions conducted in respect of all accounts maintained with HSBC in Hong Kong SAR by your company with the same business registration number.
4. Counter transaction fee will be charged on a monthly basis which will happen on the fourth working day of each month.

QR Code is registered trademark of DENSO WAVE

For any feedback, queries or information related to our complaint handling process, please contact us by referring to business.hsbc.com.hk/en-gb/hk/generic/contact-us

The Hongkong and Shanghai Banking Corporation Limited ("The Bank") reserves the right to vary, suspend or cancel any features and the relevant notes/terms and conditions of HSBC Business Direct at any time. In the event of any disputes, the decision of the Bank on all matters shall be final.

In case of any discrepancies between the English and Chinese versions, the English version shall prevail. Please refer to the Business Integrated Account General Terms and Conditions for details and regulations.

The Bank does not make it an obligation on you to download, nor does the Bank recommend or endorse, any Quick Response Code Reader ("QR Code Reader"). The download and/or use of a QR Code Reader is at your entire discretion and risk. The QR Code Reader is provided by a third party to which the Bank has no affiliation or control over and hence the Bank cannot be held responsible for any loss or damage suffered by you resulting from your download and/or use of the QR Code Reader.

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