

Customer FAQ of Manual Payment Policy – for non-Personal Customers

1. What are manual payment instructions? Why your bank will not accept these manual payment instructions?

We consider the following as manual payment instructions:

- Payment instructions sent by fax or email
- Free format hand written instructions
- Hand written / typed / computer printed Smartform without auto-generated barcode
- Outdated HSBC TT forms

Manual payment instructions expose both HSBC and our clients to risk, cause processing delays and errors and generally result in poorer customer experience. Alternative payment instruction submission channels such as internet banking are faster, and more secure.

HSBC no longer accepts manual payment instructions. Customers should use e-channels (Business Internet Banking (BIB) / HSBC*net*) or submit computer filled barcode enabled Smartform to our branches.

2. Why can I no longer send a payment instruction by fax/email?

We are looking to improve our level of service and move our customers to more secure payment instruction submission channels, such as our electronic channels or barcode enabled Smartform. Fax and email are not secured channels for sending payment instructions.

3. What is a barcode enabled Smartform? How to use it and where can I seek assistance when using Smartform?

TT/CHATS Smartform is an on-screen input version of Telegraphic Transfer (TT) /Local Interbank Fund Transfer (CHATS) application form to enable customers to make fund transfers more efficient, secure and convenient. Creation of an auto-generated barcode will encode all payment information to enhance security as no amendments can be made after validation and printing of the form. The Smartform can be accessed and filled in online via HSBC public website. Detailed instructions on how to fill in a Smartform can be found in the Smartform Completion Guide which is also available on our website. Please contact your usual HSBC representative if you need assistance.

4. We do not have access to the internet, how do I make my payments?

Payments can be submitted to a branch using barcode enabled Smartform. If you do not have access to internet all the time, you can download a copy of the Smartform from HSBC's public website and use it from your PC when offline. Please pay attention to the following Dos and Don'ts when using Smartform:

Dos	Don'ts
<ul style="list-style-type: none"> ✓ Read the Terms and Conditions, Completion Guide and Customer Information Sheet for Outward Payment (all available on our website) before completing the Smartform ✓ If you prefer to fill in the form offline, download the latest version of Smartform available on our website from time to time ✓ Press "Print & Validate Form" button upon completing all the mandatory / required payment details on the Smartform for barcode generation. ✓ Keep the auto-generated barcode embedded at the right-bottom of the completed Smartform intact and printed clearly 	<ul style="list-style-type: none"> ✗ Print a blank Smartform for hand-written completion ✗ Make any amendment(s) to the printed Smartform with the auto-generated barcode embedded at the right-bottom of the form. Written instructions and amendments on the printed Smartform would not be processed by the Bank. ✗ Alter, smudge or distort the auto-generated barcode of the completed and printed Smartform ✗ Print the form using the print option button from your browser toolbar – the auto-generated barcode may not be updated on the printed form and may cause payment error

5. What if I have an urgent payment to make / e-channels do not work / Primary user is unavailable etc?

When e-channels are not accessible, customers should use barcode enabled Smartform to submit payment.

6. I have been sending payment instructions in this way for years, why the change now when other banks still accept such payment instruction submission channels?

We are seeking to protect our customers and enhance service quality. Electronic channels and Smartforms are more efficient and secure than other payment instruction submission channels, and we want to ensure our customers to benefit from these.

7. My company only makes payment occasionally. / My company has a lot of payments to make and I don't have time to do it by other means. Can your bank just follow our written instruction to proceed?

We are seeking to protect our customers and improve the level of service we provide. Electronic channels and Smartforms are more efficient and secure than other payment instruction submission channels, and we want to ensure our customers to benefit from these. Therefore we have changed our manual payment policy to not accept manual payment instructions.

8. What will happen if my company keeps on sending free format payment instructions or written TT forms?

Manual payment instructions will be rejected by the Bank regardless of how they are submitted. Even the instructions are received at branches, back office will not process and will reject them. We will send out notifications to customers by normal post after rejection of payments. To avoid any delay in payments, customers should use e-channels or Smartform for submitting payment instructions.

9. What if my on-line payment limit is insufficient?

- Customers using Business Internet Banking (BIB) can extend their third party payment limit on BIB to up to HK\$2 million. Simple steps can also be taken to register a designated beneficiary on BIB for a higher limit of up to HK\$20 million
- Customers using HSBC*net* can set up even higher daily limit under dual authorization
- Please contact your usual HSBC representative if you need help to set up your on-line payment limit on BIB/HSBC*net*

10. Can I still submit payment instructions via Branch?

Payment instructions can be submitted to a branch through barcode enabled Smartform.

11. As I have some stocks of your existing TT/CHATS application paper form, can I still use them?

No. Please use e-channels or barcode enabled Smartform, which allow you to submit payment instructions more conveniently with greater accuracy and security. The Bank will no longer accept manual payment instructions.

12. I am using a Smartform with handwritten information, why is it not accepted?

Handwritten Smartform cannot be accepted because no barcode can be generated from handwritten information on the Smartform. Please read Q3 and Q4 for more information on enabled Smartform or the proper use of Smartform.

13. What are the benefits in making payments through e-channels (i.e. BIB or HSBC*net*)?

- Your payment is more secured since our electronic channels have built in security features to prevent fraud
- Your payments will be processed faster
- You have the convenience to send payment instructions from your premises, no need to queue up at branches
- Preferential transaction fee is charged for e-channels. For details, please refer to our tariff booklet or contact your usual HSBC representative.

14. Is there any difference in cut-off time for payment instructions submitted via different channels?

Information on payment services cut-off time is available on our website (<http://www.business.hsbc.com.hk/en-gb/resource-centre/services-cut-off-time>)

For further enquiries, please contact your usual HSBC representative.

If there are any discrepancies between the English and Chinese versions, the English version shall prevail.