



HSBC Commercial Banking Digital Forms Q&A

1) What is Digital Form?

The Digital Forms platform provides a simple and convenient way for customers to prepare company account servicing change requests to the bank. On our new Digital Forms platform, you may now set change requests to the following company account information in just 3 easy steps.

1. Address (registered, business, correspondence)
2. Business phone number
3. Mobile phone number for free BizAlert service
4. Mobile phone number for Business Internet Banking service
5. Business email address
6. Email address for Direct Advice/eStatement/eAdvice
7. Email address for free BizAlert service
8. Contact person
9. Removal of Directors/Authorised Signatories (for limited companies, of up to 3 removals per submission)
10. Change of Shareholders'/Beneficial Owners' information (for limited companies, of up to 4 changes per submission)
11. Company ATM card enrolment
12. ATM card replacement
13. ATM card new PIN request

The Digital Forms platform can be accessed via www.business.hsbc.com.hk > Resources Centre > Form Download Centre > Digital Forms, or go direct to the platform on <https://www.online-banking.business.hsbc.com.hk/portalservlet/form-centre/en-us/digital-form>.

2) Will I still be required to visit the business centre after completing the online digital form?

Completed digital forms should be printed and sent to The Hongkong and Shanghai Banking Corporation Limited, PO Box 72677, Kowloon Central Post Office, Kowloon, Hong Kong. If your requested change requires supporting document, please provide the necessary supporting document by mailing them to the above address or by handing them in at any HSBC branch.

3) Do I need to provide any supporting document for the changes made to my company account?

Some of the changes to be made to your company account require supporting document. Please provide the necessary supporting document by mailing them to The Hongkong and Shanghai Banking Corporation Limited, PO Box 72677, Kowloon Central Post Office, Kowloon, Hong Kong or by handing them in at any HSBC branch. Customers may refer to the "Next Steps" instructions stated on the "Download form" page to proceed with the submission.

4) Do I need to sign on every form?

The signing requirement of the forms follow the signing instructions of your company recorded in the bank. Please sign on every form otherwise all the instructions on the form will not be processed by the bank.

5) After I have submitted the digital form to HSBC, how long will the process take?

Change requests will normally be processed within 5 - 7 working days (excluding Saturday, Sunday and public holiday) upon receipt of your form.

6) How can I check the status of the change request?

If you would like to check the status of your change request, please contact Commercial Banking Service Hotline on (852) 2748 8288.

7) How can I save Digital Forms?

You can save your Digital Forms by clicking on the "Save my progress" button found on the platform. The forms will be stored in our system for 45 calendar days, starting from the first day it was saved. "Save my progress" allows customer to save the data and continue filling the form at a later time. This function only saves the forms in the system. It will not submit them to the bank for processing.

8) How can I retrieve my saved Digital Forms?

You can retrieve your saved Digital Forms by entering the case ID and password on the Digital Forms platform. The case ID will be generated automatically by the system when you click on "Save my progress" and it will be shown at the top right corner of every page.

9) How long will the digital form be stored?

The digital form will be stored in our system for 45 calendar days, starting from the first day it was saved.

10) Will the form be submitted after clicking "Save my progress"?

"Save my progress" allows customer to save the data and continue filling the form at a later time. It only saves the forms in the system. It will not submit the forms to the bank for processing.

11) I cannot retrieve my digital form after I have input my case ID and password?

It could either be your case ID or/and password is/are incorrect, or the form has been removed from the system after the 45 days of retention period.

12) Where can I get my case ID?

When you click on the "Save my progress" button, a case ID will automatically be generated by the system and it will be shown at the top right corner of every page.

13) Is there any fee discount if the change request is made via Digital Forms?

All bank charges involved are the same as that for traditional paper forms.

14) I cannot go to the next page of the digital form, do you know why?

There may be data in the form which does not pass the system's validation. Please check all the fields and press "Continue" again.

15) How can I make changes to more than one company account?

The change instructions will be applied to the company account specified by the business registration/incorporation document number. If changes are required on other company accounts, please submit a new form for each company.

16) I cannot find the change items I wish to make.

If the changes you wish to make is not available on the Digital Forms platform, please download the form at www.business.hsbc.com.hk > Resources Centre > Form Download Centre.