

Notification Centre user guide

Get notified on important account services and transaction status



Located inside HSBC Business Internet Banking, the Notification Centre provides you with personalised notifications to meet your various business needs. Each Business Internet Banking user, no matter you are a Primary or Secondary User, can receive the subscribed notifications via your own preferred channel. Follow the below steps to register for Notification Centre that is provided to you with no additional cost!

Firstly, log on Business Internet Banking, go to My HSBC > Notification Centre.

HSBC
English ? Last login: 11 Sep 2020 10:35 (HKT) Log off

- My HSBC
- eStatement and eAdvice
- Cash Management Authorisation
- Inbox
- Notification Centre
- Admin Tools
- Activity Log

From 3 June 2023, primary users will no longer be able to set up new FX switching instructions via 'FX switching' page in Business Internet Banking. For more information, primary users can click the 'Bell' icon at the top of the page and read the information.

Please note that there is no impact on setting new FX instructions on 'Foreign Exchange' > 'Place a new order' page.

Quicklinks

eStatement and eAdvice

Third Party Payments / autoPay

Own HSBC Accounts Transfers

Payment Tracker

Activity Log

Account overview

HSBC AMH CMB DBB TEST ACCOUNT 1

Account	Last updated at 17:41	Balance
GMT IOC ON 023-092091-838 - Business Integrated Account	HKD	13,102.29
HKD Savings 023-092091-838 - Business Integrated HKD Savings	HKD	5,538.63
HKD Current 023-092091-838 - Business Integrated HKD Current	HKD	2,425.02

Reminders

Activate your HSBC Business Debit Mastercard® now

Activate card now and earn

HKD50 cash rebate

Earn HKD50 spending rebate upon first HKD300 eligible transaction

[Learn more](#)

Step 1 Select your preferred language

You can receive notifications in English or Traditional Chinese, and it will apply to all notifications. We have chosen English for you, but you can change it at any time.

Step 2 Select your preferred channel for receiving Security Notifications

Security Notifications are mandatory, aiming to notify you about your designated transactions and account maintenance services completed on Business Internet Banking (BIB). Examples:

- ◆ Create Designated Beneficiaries
 - ◆ Create 3rd Party Payment
 - ◆ Submit autoPay Payment Instruction
 - ◆ Process autoPay Payment Instruction
 - ◆ Change Daily Transaction Limit
- ◆ Issue eCheque
 - ◆ FPS Addressing Registration Notification (including update and cancel)
 - ◆ Update Contact Information
 - ◆ Change Security Notification Channel

For your account safety, you're not able to unsubscribe security notifications. You'll receive security SMS notifications sent to the mobile number of BIB profile by default. If you have **bound your BIB account with WeChat account**, you may select 'WeChat and SMS' under Security Notifications to receive messages via both WeChat and SMS.

Business Internet Banking | New | HSBC Business Go

Need help?

Log off

HSBC

Last login: 04 Sep 2024 10:51 (HKT)

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Request & Form Tracker

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Service Platform Log

Notification preferences

Manage your security and personalised preferences for receiving notifications about account services and transaction status here. These settings only apply to notifications available in the Notification Centre. [Learn more about the Notification Centre.](#)

Preferred language

Select your preferred language

☐ English (not applicable to WeChat)

☒ Traditional Chinese

Security Notifications

These notifications are mandatory in order to keep your account secure. You can stay on top of high-risk activities such as third-party payment etc. or changes to your Business Internet Banking account.

Select your preferred channel(s)

☒ SMS

☐ WeChat and SMS

Personalised Notifications

Choose your preferred notification channel for account activity (e.g. inward payments) and offers. These notifications are optional and you can change your settings at any time. Don't forget to subscribe to your preferred 'Transaction notification' types in the right hand navigation menu after setting up your preferences below.

Enable notifications

☒ Yes

☐ No

Select your preferred channel

☐ SMS

☐ Email

☒ Mobile push

☐ WeChat

Manage your contact information

Make sure your contact details are up to date so that you will be notified timely about your account activity and transactions.

Mobile Number

Email Address

Mobile Device (for push message)

WeChat

Binded to HSBC Hong Kong Business WeChat Official Account

Save

Notification preferences

Account notifications

eStatement Readiness

Account overdrawn [New]

HKD cheque return [New]

Transaction notifications

Inward payments

Outgoing payments [New]

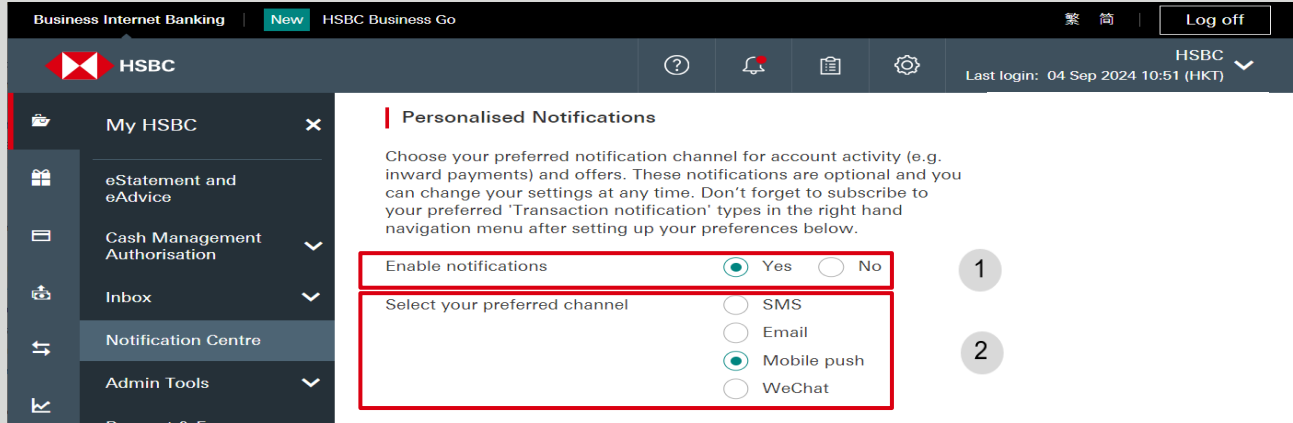
Investment order confirmations

Step 3

Set your preferences for Personalised Notification

Personalised Notifications allow you to freely subscribe, unsubscribe or re-subscribe based on your business needs.


- 1
- Select 'Yes' to enable personalised notification. If 'No' is chosen, you'll not receive any personalised notifications even after you have subscribed to them.



- 2
- Select your preferred channel

Sample notifications on available channels:

Mobile push via
HSBC HK Business Express mobile app




BIZEXPRESS

2m ago

Inward Payments Notification
HSBC JPY1 was credited to 500-828XXX-
XXXJPYSAV from THE HONGKONG AND
SHANGHAI BANKING CORP. LTD on
2019-07-05 11:49.

You can view the mobile push notifications
received in the last 90 days in the app.

Email



Dear Customer,


Thank you for registering for notification service. Your account has been credited
with an inward payment. Please see the details below:

Reference Number : ZGB01977873
Credit Account Nickname: 001-001XXX-XXXHKDSAV
Credit Amount: HKD1.23
Paying Bank/ Payment Service Provider:
Transaction Date: 2019-06-11 17:45

For any enquiries, please contact us on (852) 2748 8288.

Yours faithfully,
HSBC Commercial Banking


WeChat



收款通知
2 July
匯款: HKD 0.10 已由渣打銀行
存入賬戶: 500-828XXX-XXXHKDSAV
入賬日期: 2019-07-02 11:41
查詢: 852-27488288

The notifications in WeChat will be available
in Traditional Chinese only.

SMS



HSBC: CNY2,288.61
was credited to 001-
001XXX-XXXCNYSAV
from HSBC BANK USA
NA on 2019-06-12
11:11.H20051E



Tips:
You can click the 'Ring bell' icon in BIB to view your Personalised Notifications (except Inward Payment Notifications).

Step 4

Review your **Contact Information**

Manage your contact information allows you to review and update your contact information on a timely basis.

- 1
- Review your contact information for different delivery channel. If you have **bound your BIB account with WeChat account or BizExpress mobile push**, it will be reflected in this section.

Business Internet Banking

New

HSBC Business Go

繁簡

Log off

HSBC

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HSBC

Last login: 04 Sep 2024 10:51 (HKT)

My HSBC

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Manage your contact information

Edit

Make sure your contact details are up to date so that you will be notified timely about your account activity and transactions.

Mobile Number

Email Address

Mobile Device (for push message) ?

WeChat ?

Binded to HSBC Hong Kong Business WeChat Official Account

1

2

Save

- 2
- If you would like to edit your **mobile number or email address**, please press 'Edit'. Please update your contact details and select 'Update'.

Update Contact Details

Mobile phone number

Current mobile number

+852-5635****

New mobile phone number

-

Email address

Current email address

e**j@dff.cjn

New email address

Cancel

Update

Please follow the below steps to select ‘Mobile push’ on HSBC HK Business Express mobile app:

Step 1

Simply visit App Store, Google Play, or Baidu App Store and search ‘HSBC HK Business Express’ to download the mobile app, or you can go to www.business.hsbc.com.hk/BizExpress to download our APK file.



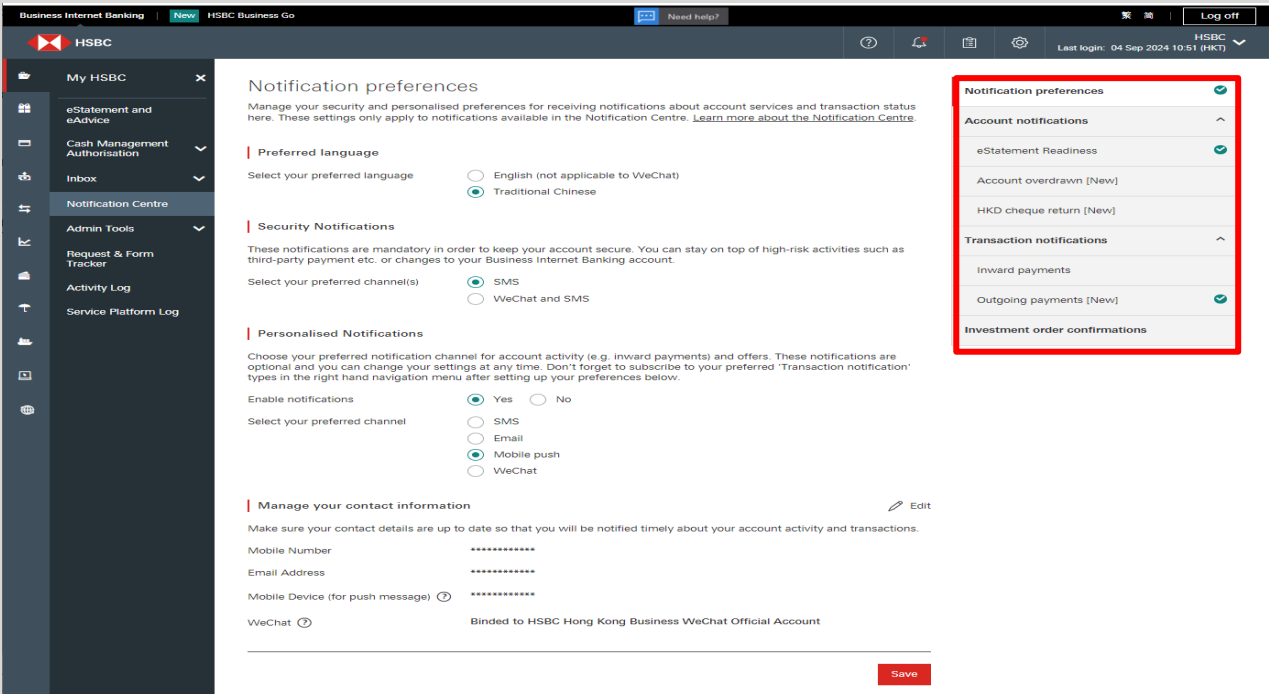
Step 2

Open the app, then go to More > Admin tools and notifications > Notification Centre to allow push notification on your mobile device.

Step 3

Subscribe to specific **Personalised Notification**

On the menu on the top right corner, you can view the available Personalised Notifications.



Click on the below links to learn more about each of the Personalised Notifications and how to subscribe them. More notifications will be added – please stay tuned!

Account notification	Account Overdrawn HKD Cheque Return
Transaction notification	Inward Payment Outgoing Payment

Account notification

- ◆ **Account Overdrawn:** Notifies you when your withdrawal exceeds the available balance in your account
- ◆ **HKD Cheque Return:** Notifies you when an HKD cheque deposited to your account is returned

How to subscribe

These account notifications follow the same subscription steps. Simply select ‘Yes’ and check the box if you want the overdrawn amount shown in the notification. For HKD Cheque Return Notification, you can check the box if you want the cheque amount shown in the notification.

HSBC

?

Last login: 04 Sep 2024 10:51 (HKT)

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Account overdrawn [New]

Get notified when your withdrawal exceeds the available balance in your account. <<Click here>> to learn more about Account Overdrawn notification and how to subscribe it.

Notification

Would you like to receive account overdrawn notifications?

☒ Yes

☐ No

☒ Show overdrawn amount

Save

Notification preferences

Account notifications

eStatement Readiness

Account overdrawn [New]

HKD cheque return [New]

Transaction notifications

Inward payments

Important notes

Account overdrawn

1. It’s only applicable to the below account types with overdrawn facility:
 - ◆ Business Integrated HKD Current
 - ◆ Business Integrated HKD Savings
 - ◆ HKD Current Account
 - ◆ HKD Statement Savings Account
2. You will receive the notification in the morning of each day that it applies, i.e. if your account is overdrawn today, you will be notified in the morning of next business day.
3. We will send the notification once in each business day until the account status changed.

HKD cheque return

1. It’s only applicable to the below account types:
 - ◆ Business Integrated HKD Current
 - ◆ Business Integrated HKD Savings
 - ◆ HKD Current Account
 - ◆ HKD Savings Account
 - ◆ HKD Statement Savings Account
2. You will receive notification in the same day that it applies, i.e. if a HKD cheque for your account is returned today, you will be notified within today.

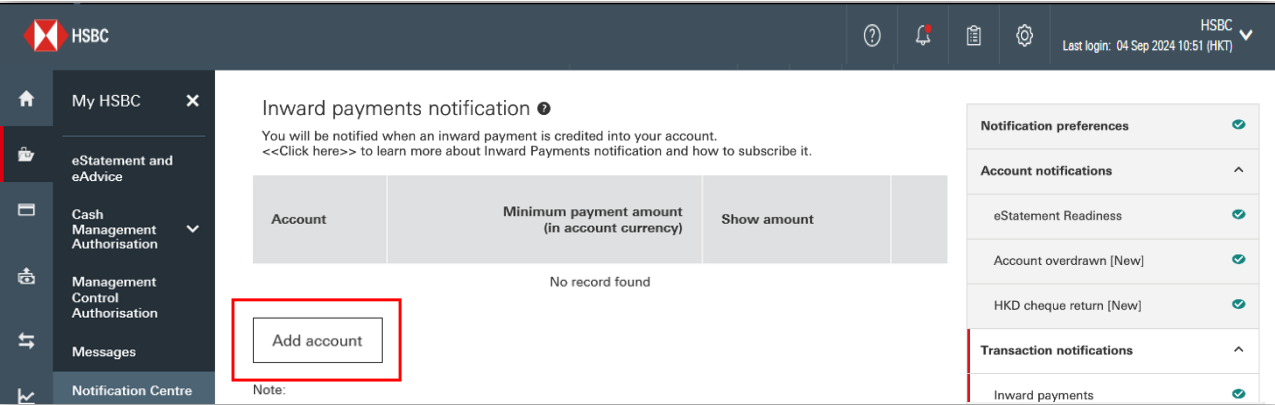
Transaction notification

- ◆ **Inward Payments:** Enables you to monitor all inward payments credited to your account. It can track all funds received from any international or local banks
- ◆ **Outgoing Payment:** Get notified when your payment via Real Time Gross Settlement (RTGS) or Telegraphic Transfer (TT) requires your further action, is unsuccessful or is complete.

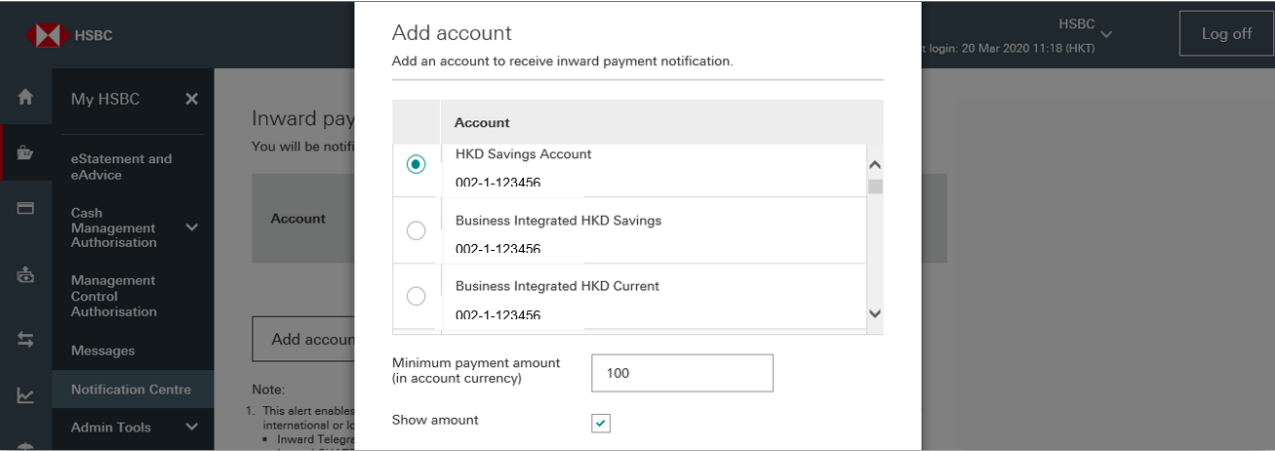
Inward Payments Notification

How to subscribe

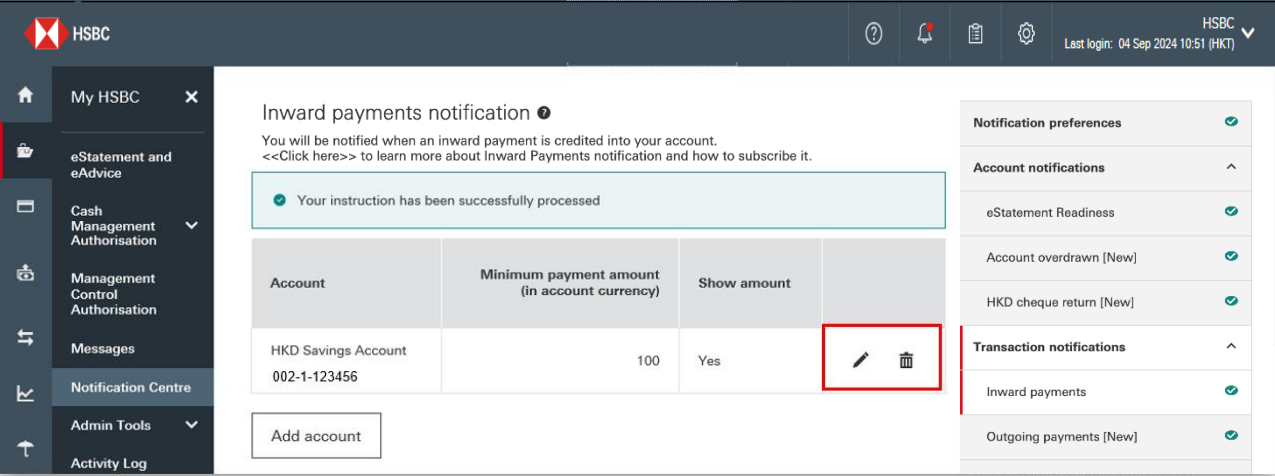
Step 1 Click 'Add account' to select for which account(s) you would like to receive notifications. Both savings and current accounts are supported.



Step 2 The accounts that you can select are the same as what you can view on Account Overview. You can specify the minimum payment amount for which you want to receive notification. For example, if you only want to be notified when a payment with over HKD100 is deposited to an HKD account, simply input '100'. You can also choose to show the amount in the notification. Click 'Confirm' to save the settings.



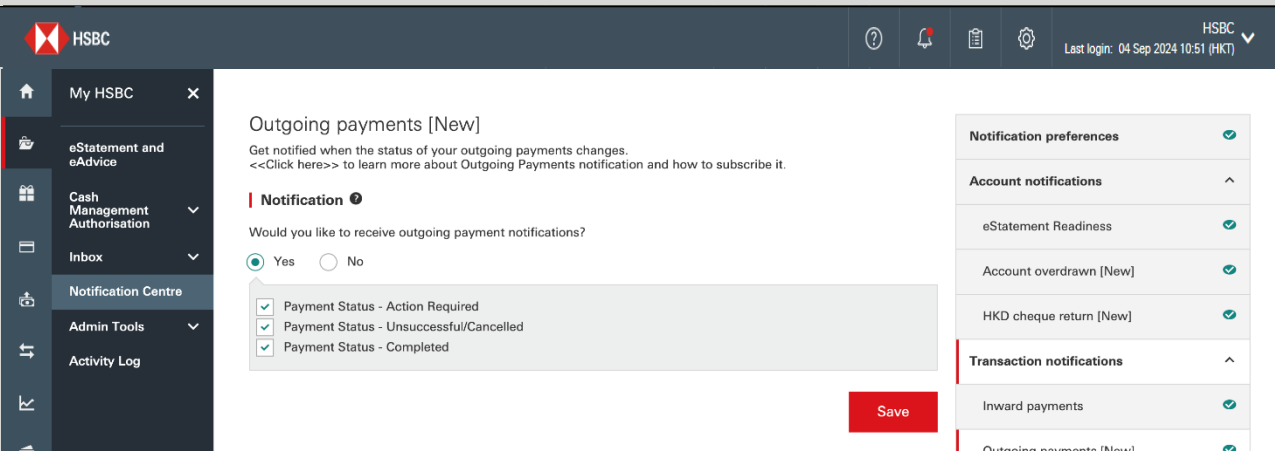
All settings can be edited at any time. You can also remove any account if you don't want to receive the notification for that anymore.



Outgoing payments notification

How to subscribe

Simply select 'Yes' and check the box for which payment status(es) you would like to receive notification.



Important notes

1. We have already helped you subscribe Outgoing Payment notification and you will automatically receive the notification via your preferred channel when an outgoing payment needs your further action (e.g. deposit sufficient fund) or is unsuccessful (e.g. declined by intermediary bank). You can edit and choose for which payment status(es) you would like to receive notification. If you have not selected your preferred channel, you will receive the Outgoing Payment notification via email.
2. If the payment involves multiple authorizers, only the final approver of the payment will receive notifications, as per the selected payment status(es).

Investment order notification

Get notified when your stock purchase/sale orders and Unit Trusts buy/sell/switch orders are executed.

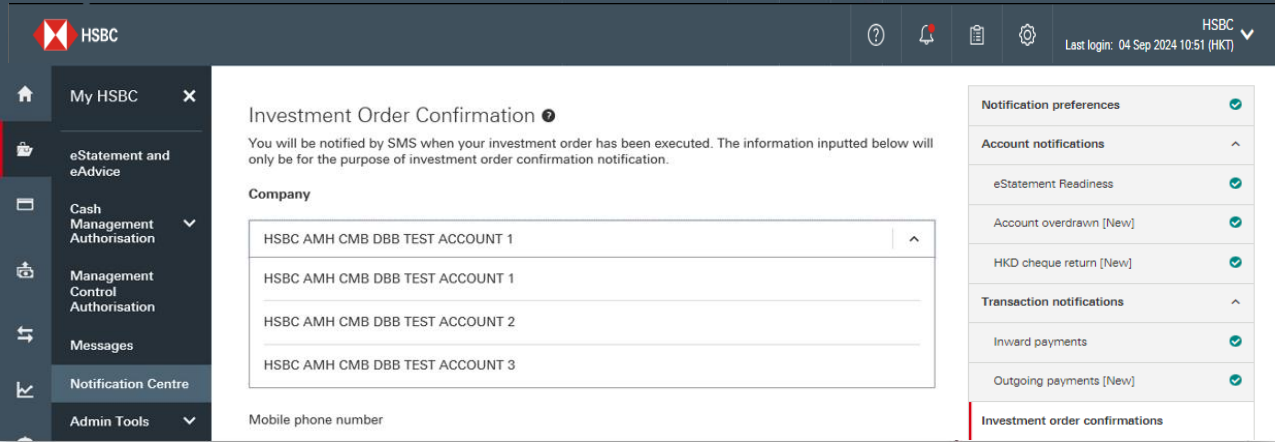
Important note

1. Only Primary Users can subscribe to Investment order confirmation notification
2. The settings for Investment order notification are independent from those for security notifications or personalised notifications.
3. Investment order notification will be sent via SMS only.

How to subscribe

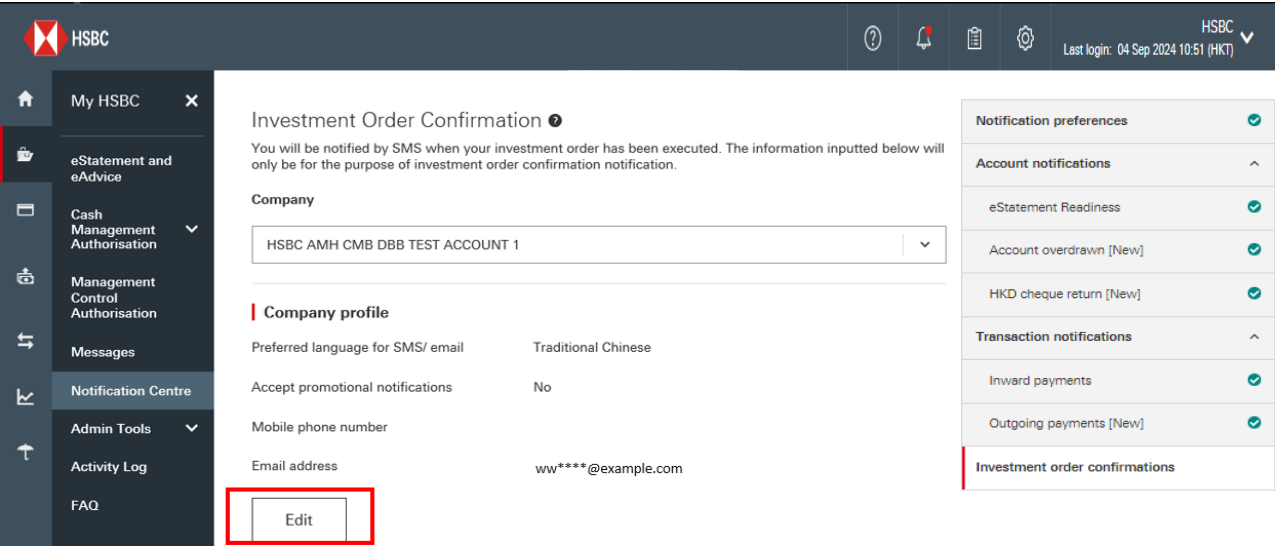
Step 1

You can choose for which company profile you would like to receive the notifications.



Step 2

You will see some of the details of your chosen company profile. Click 'Edit' to update any details or add any missing information. All information is required to proceed with the subscription.



Step 3

Please provide all information required and click 'Save'. Please note if you select 'No' for not accepting promotional notification (including but not limited to investment products), it will not stop you from receiving Investment Order Confirmation. The language preference here will only apply to SMS and email but not Business Internet Banking inbox message, you have to update the language preference for inbox message on 'Notification Preference' page.

HSBC

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eStatement and eAdvice

Cash Management Authorisation

Management Control Authorisation

Messages

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FAQ

Investment

You will be only be for

Company

HSBC A

Compa

Preferred

Accept pr

Mobile ph

Email add

Edit

Edit Company Profile

Preferred language for SMS/ email

☐ English ☒ Traditional Chinese

Accept promotional notifications

☐ Yes ☒ No

Mobile phone number

Country or area code

Phone number

852

Email address

ww****@example.com

Charge account (for chargeable alerts)

Not applicable

HSBC

24 Mar 2020 14:20 (HKT)

Log off

Step 4

Click 'Add account' to select for which investment account(s) you would like to receive notifications.

HSBC

My HSBC

eStatement and eAdvice

Cash Management Authorisation

Management Control Authorisation

Messages

Notification Centre

Admin Tools

Accounts to receive notification

Account	Mobile phone number (SMS)
No record found	

Add account

Note:

1. Investment order confirmation notifications are free of charge.

2. You may add / edit / remove accounts one-by-one using the action buttons.

HSBC

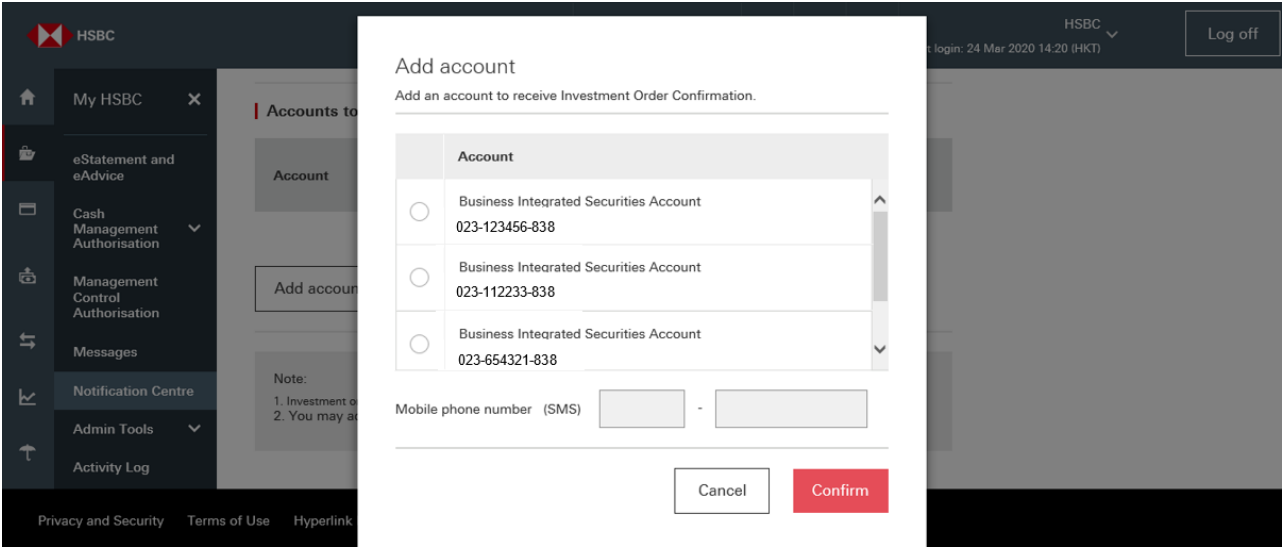
24 Mar 2020 14:20 (HKT)

Log off

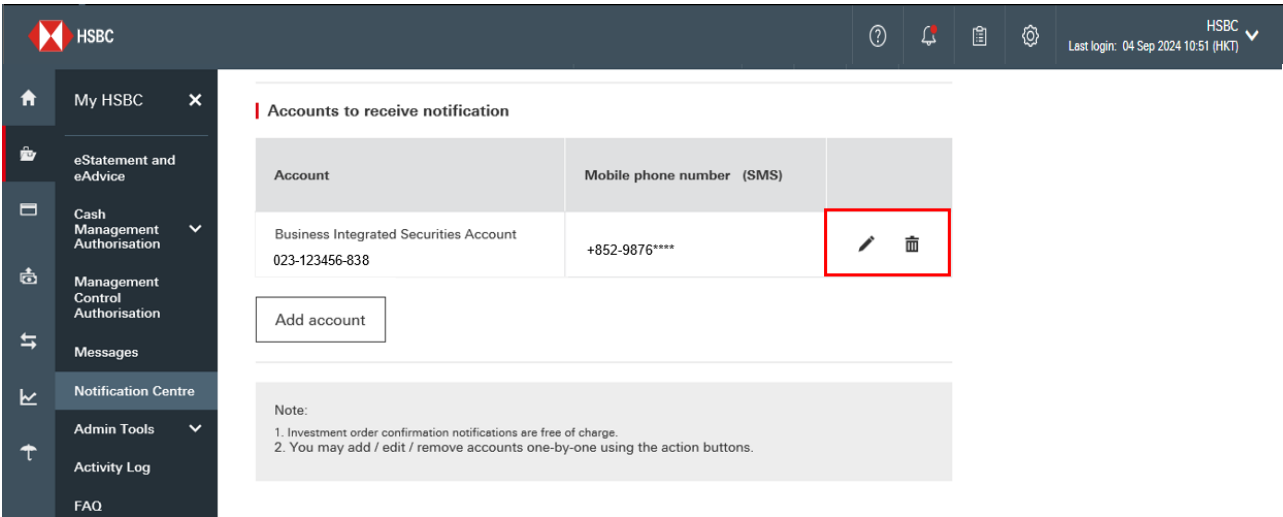
Step 5

The investment accounts that you can select here are the same as what you can view on Account Overview in BIB.

You can specify the mobile number which you want to receive notification for each investment account. For example, you can receive SMS notification at +852 9876 5432 for account A and +852 9988 7766 for account B. These mobile phone numbers can be different from the one you provided in Step 2.



All settings can be edited at any time. You can also remove any account if you don't want to receive the notification for that anymore.



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