

Business Internet Banking: Request and Form Tracker

Eligible request/form list

This table will specify what kind of requests/forms can be tracked via Request and Form Tracker in Business Internet Banking.

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1. What kind of requests **submitted via Business Internet Banking** can be tracked?

	You can track requests for the following:
1	Additional credit card application
2	Business information update
3	Change of daily transaction limit
4	Credit card application
5	Debit card application
6	e-Form submission (eApproval without wet signature required)
7	HSBC Merchant Box - HSBC Global Wallet (new subscription)
8	HSBC Merchant Box - HSBC Global Wallet (service termination)
9	HSBC Merchant Box - HSBC Global Wallet (switch package)
10	Manage credit limit / transaction limit

2. What kinds of requests **submitted via paper form & e-Form submission** (which require to be 'printed, signed and uploaded' instead of completing online directly) can be tracked?

	You can track requests for the following:	Related form
1	Account conversion	Business Integrated Account Opening/Conversion Form (For Existing Customers)
2	ATM card	- ATM Card / Business Debit Card / TripleAccess Enrolment Form (For Business Account) - Overseas ATM Withdrawal Limit Activation/Modification/Cancellation Form
3	Audit confirmation	Bank Confirmation Request Form
4	Bank reference letter	Bank Reference Letter Application Form (For Non-personal Customer)
5	Business account opening	- Business Account Opening Form (For Existing Customer) - Business Integrated Account Opening Form (For Existing Customers) - Business Integrated Investment Account Opening Form (For Business Integrated Account Only)

6	Business information update	<ul style="list-style-type: none"> - Business Information Update Form - Business Account Signature Card
7	Business Internet Banking maintenance	<ul style="list-style-type: none"> - Business Internet Banking Service Amendment Request Form - Business Internet Banking Service Enrolment Form - Business Internet Banking Service Special Instructions Form - Business Internet Banking Service Secondary User Daily Limits/Signature Group Application Form - Business Internet Banking Service Acknowledgement Notice - Reset Business Internet Banking password - Business Internet Banking Service Activation PIN and Security Device Request Form (For New User Only) - Business Internet Banking Service Activation PIN and Security Device Request Form - Request for Customer Information Instruction Form - Business Internet Banking Service Change Transaction Limits and Assign / Delete Primary User(s) Form
8	Business Internet Banking trade enrolment	Business Internet Banking - Trade Facilities, Products and Services - Enrolment Form
9	Cashier's order	Cashier's Order Cancellation / Reported Loss Instructions Form (For Non-personal Customer)
10	Certificate of Balance/Interest /Statement/Cheque Copy/History Report Request	Certificate of Balance/Interest/Statement/Cheque Copy/History Report Request Form (For Non-personal Customer)
11	Change of address and/or customer information	<ul style="list-style-type: none"> - Change of Address and/or Customer Information Instructions Form (For Non-personal Customer) - Request for Customer Information Instruction Form (for Business Account) - Renminbi Services for Designated Business Customer Application / Amendment / Termination Form

12	Cheque book	Hong Kong Dollar / US Dollar / RMB Cheque-Book Request Form (For Non-personal Customer)
13	Debit card amendment	- HSBC Business Debit Mastercard Services Amendment Form - Mastercard Debit Card/ATM Card/Business Debit Card Services Amendment Form (For Non-personal Customer) - ATM Card / Business Debit Card New PIN (Personal Identification Number) Request Form - Overseas ATM Withdrawal Limit Activation/Amendment / Cancellation Form
14	Debit card application	- HSBC Business Debit Mastercard Application Form - ATM Card / Business Debit Card / TripleAccess Enrolment Form (For Business Account) - Company Deposit Card / Triple Access Enrolment Form - Company PLUS ATM Chip Card/TripleAccess Enrolment Form - Company ATM Card / TripleAccess Enrolment Form
15	Direct Advice /e-statement /e-advice	- Direct Advice / eStatement / eAdvice Service Registration Form (For Business Account) - Direct Advice / eStatement / eAdvice Service Special Instructions Form (For Business Account)
16	PayMe for business	- HSBC Business Collect Services/PayMe for Business (POS) Service Amendment Form - HSBC Business Collect Services/PayMe for Business (POS) Service Application Form - HSBC Business Collect Services/PayMe for Business (POS) Service Application Simplified Form
17	Phonebanking service	- Phonebanking Service Enrolment Form (For Business Account) - Phonebanking Service Special Instructions/Cancellation Request Form (For Business Account) - Authorised Phonebanking Service User Instructions Request Form (For Business Account)

18	Payment standing instruction	<ul style="list-style-type: none"> - Standing Instruction Request Form (Local Transfers) (For Non-personal Customer) - Standing Instruction Amendment / Cancellation Form (For Non-personal Customer) - Standing Instruction Request Form (Remittance) (For Non-personal Customer) - Business Integrated Auto-sweeping Service Application/Cancellation Form
19	Account closure	<ul style="list-style-type: none"> - Account Balance Disposal Instruction Form (For Business Customer) - Close Account Request Form (For Non-personal Customer) - Close Account Request Form (Business Integrated Account)