



## **HSBC Business Debit Mastercard® conversion FAQs (Updated on 16 JUNE 2022)**

### **Q1. Why are you upgrading me to an HSBC Business Debit Mastercard?**

A1. We are upgrading you as part of our commitment to bringing you more rewarding experiences. This new card is more convenient and offers you new benefits at no extra cost.

### **Q2. What benefits will I get with the new HSBC Business Debit Mastercard?**

A2. The new HSBC Business Debit Mastercard comes with fresh new benefits. You can use your card to make payments in any local or foreign currencies, with no handling fees. Flexible and transparent card controls are available through the HSBC HK Business Express mobile app, from which you can manage your daily and monthly transaction and withdrawal limits for various types of transactions, including contactless payments and card-not-present (CNP) transactions. You can also enjoy added security features when using your card, as well as an instant and unlimited cash rebate of 0.5% on all eligible spending.

### **Q3. Can I use my new card in the same way as my old UnionPay Debit Card?**

A3. Your new card is more widely accepted than your UnionPay Debit Card around the world, so you can use it for more transactions. After you've activated your new card, you can use it with any retailer that accepts Mastercard – online or offline. You can also enjoy more rewards, benefits and controls, as described above.

### **Q4. Are there any fees for upgrading to the HSBC Business Debit Mastercard?**

A4: No. You won't have to pay any extra fees for the upgrade, and there is no annual fee for the card.

### **Q5. I have already applied for the new HSBC Business Debit Mastercard prior to receiving this mail. Will my UnionPay Debit Card be cancelled?**

A5. After receiving your new HSBC Business Debit Mastercard, you can activate and start using it. Your UnionPay Debit Card will not be upgraded or cancelled. You may call the HSBC Commercial Banking service hotline on (852) 2748 8288 for further assistance should you wish to make other arrangements.

### **Q6. Will I still get card statements?**

A6. All debit card transactions will appear on your statements for your HSBC Business Integrated Account. You can also log on to Business Internet Banking to view your card activity and download transaction reports.

### **Q7. When can I start using my new HSBC Business Debit Mastercard?**

A7. Once you have activated your new card, you can start using it immediately. Your UnionPay Debit card will be cancelled within 2 days after your new card is activated.

### **Q8. Will I need a new PIN to use my HSBC Business Debit Mastercard?**

A8. Yes. After you've activated your new card, we'll send you a new PIN by post. Please take into account that you may not receive the new PIN before the cancellation of your UnionPay Debit Card, in which case you will not be able to access ATM services during this period. If you want to withdraw cash from overseas ATMs, please arrange to set up a daily withdrawal limit for your card using an ATM in the HSBC network in Hong Kong or the HSBC HK Business Express mobile app.

### **Q9. What should I do if my company or cardholders want to keep using their UnionPay Debit Cards?**

A9. If your company does not wish to upgrade to the new HSBC Business Debit Mastercard, or cardholders would like to continue using their UnionPay Debit Card after upgrading to a new HSBC Business Debit Mastercard, please call the HSBC Commercial Banking service hotline on (852) 2748 8288 for further assistance within 14 days of the date of this letter.

### **Q10. What happens if I don't activate my HSBC Business Debit Mastercard within 12 months?**

A10. Your new card will automatically be cancelled if you do not activate it within 12 months. You will be able to continue using your UnionPay Debit card as normal.

### **Q11. Why the new HSBC Business Debit Mastercard can only be activated on HSBC HK Business Express mobile app?**

A11. You will be asked to provide cardholder email address and mobile phone number during card activation on HSBC HK Business Express mobile app. This enables us to send instant transaction notifications to cardholders via SMS and email. HSBC HK Business Express mobile app also allows you to access additional HSBC Business Debit Mastercard functions e.g. card controls and digital wallet payments.

### **Q12. What should I do if my company does not have HSBC HK Business Express mobile app?**

A12. Please visit App Store, Google Play, or Baidu App Store and search "HSBC HK Business Express" to download the mobile app. Application for the app is free if you choose to logon with Mobile Security Key (MSK).

### **Q13. Where can I get more help?**

A13. If your question hasn't been answered here, please call the HSBC Commercial Banking service hotline on (852) 2748 8288 or contact your Relationship Manager.