

HSBC Mastercard® Commercial Card

Enabled for cashless payments via Alipay in mainland China

Frequently Asked Questions

Eligibility

1. Which HSBC Mastercard Commercial Card can I bind with my Alipay account?

- You may bind and pay with any of your HSBC Business Debit Mastercard, HSBC Business Mastercard, HSBC Corporate Mastercard or HSBC Purchasing Mastercard issued outside of mainland China.

2. How many HSBC Mastercard Commercial Cards can I bind with my Alipay account?

- A maximum of 30 bank cards can be bound with an Alipay account.

Use

3. Where can I pay in mainland China?

- After successfully binding your HSBC Mastercard Commercial Card with your Alipay account, you can pay at millions of Alipay-accepting merchants in mainland China, including Point-of-Sales (POS) or online transactions. Some merchants may not support Alipay payments with bank cards issued outside mainland China at this time. Please refer to the actual prompts on the merchant's checkout page.

4. Can I top up my Alipay account?

- You cannot transfer, withdraw money, top up or send red packets on Alipay with bank cards issued outside mainland China.

5. Are there any transaction limits?

- The maximum transaction limit is RMB3,000 per transaction and RMB60,000 aggregate payment per year when you pay with Alipay through the use of bank cards issued outside mainland China.

6. How will the transaction be shown in my card or account statement?

- The transaction description in your card or account statement is subject to merchant's setting with Alipay. All transactions will carry the description of "Alipay", while merchant name will also be shown in some instances. You may check the full transaction record on your Alipay app.

7. I have restricted spending on specific merchant categories on my HSBC Corporate / Purchasing Mastercard. Do the settings still apply for transactions processed via Alipay?

- Yes, the merchant code control remains valid for transactions processed via Alipay.

8. How do I dispute a transaction?

- Usually, you'll need to contact the merchant first to try to solve the problem. If there is still a problem, please call the HSBC Commercial Banking service hotline on (852) 2748 8288 to raise a query about the transaction.

Fees and charges

9. Is there a fee for binding my HSBC Mastercard Commercial Card with Alipay?

- There is no fee for binding cards with Alipay.

10. Are there additional charges for payments via Alipay?

- Alipay charges a 3% mark-up fee for transactions above RMB200 paid by bank cards issued outside mainland China. This charge will be added to the transaction amount directly when you confirm the payment on Alipay.
- If your HSBC Mastercard Commercial Card is HKD or USD-based, the transaction amount will be converted from RMB to your card's denomination with an additional foreign exchange (FX) fee. The final billing amount can be found on your card statement.
- If you're paying with HSBC Business Debit Mastercard and have sufficient funds in RMB in your Business Integrated Account, the transaction amount will be deducted from your RMB deposits directly without an FX fee.



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