

'Faster Payment System (FPS) X PromptPay QR payment'

Frequently Asked Questions

Usages

Q: When will the service become available?

A: The Hong Kong (HK) Faster Payment System (FPS) and Thailand (TH) PromptPay QR payment service is expected to be launched on 4 December 2023 (subject to HKMA's final decision). You will be able to enjoy this service (the **"Service"**) starting the same date.

Q: Is there any transaction limit for me in receiving payment via TH PromptPay?

A: There is no transaction limit for you in receiving payment from TH payers. A transaction limit of 500K THB daily may be imposed to TH payers (note: the transaction limit may differ from one TH payer to another, depending on the TH bank the payer is associated to).

Q: Will the Linkage support all PromptPay users to make the payment in HK?

A: Only PromptPay services provided by TH banks who participant in the Linkage will support the users to scan FPO QR Code for payment. The related banks are Bangkok Bank (BBL), Krungthai Bank (KTB) and Bank of Ayudhya (BAY).

Q: Is the payment from a TH PromptPay payer settled to the merchant's account instantly?

A: Yes, the payment is going through the HK FPS infrastructure and will be settled to your account instantly just like other FPS payments made by HK payers.

Q: When a TH PromptPay payer makes a payment successfully, will HSBC Business Collect notify me in a real time manner?

A: Yes, as long as your device is connected to our Payment Status Notification API, you will receive the payment confirmation instantly. If you are onboarded via our Business Partners, you will also receive the payment status updates in a real time manner just like other local FPS payments.

Q: Will the payment from TH PromptPay payers be recorded in HSBC Business Collect transaction reports?

A: Yes, the payment will be captured into HSBC Business Collect transaction reports regardless of the proposition that you have chosen. However, the reports will not provide any information on whether a payment is made by a HK or TH payer.

Q: Can payments from TH PromptPay payers be refunded via the FPS channel?

A: No. Per the industry standard, refunding a TH PromptPay payment via FPS is not supported. If refunding a transaction is required, you will have to settle it by other means e.g., cash.

Pricing / Costs

Q: Is there any change to the pricing for me to use HSBC Business Collect?

A: No. The fees for all HSBC Business Collect propositions will remain unchanged, even if the payment is made by a TH PromptPay payer. The fees of using HSBC Business Collect remains the same no matter where the payer coming from.

Q: Is there any fees imposed to the TH PromptPay users for paying against FPS QR codes?

A: No. TH PromptPay payers will not be charged any additional fees for making any payment against FPS QR codes.

Q: Is there any foreign exchange (FX) cost to me?

A: You will not face any FX exposure and will receive in Hong Kong Dollars (HKD) for the exact amount you requested for. TH payers will face FX exposure as the FX rate is decided by their associated PromptPay service providers.

Technical

Q: Is there any change to FPS QR codes i.e., HK Common QR?

A: No, there is no change to the HK Common QR specification. You can simply present FPS QR codes to PromptPay users and let them scan and pay.

Q: Is there any change to HSBC Business Collect API?

A: Technically yes, but very minimal. As refunding a TH PromptPay payment via FPS is not supported (i.e., industry standard), when you request to refund such TH PromptPay payment via HSBC Business Collect API, HBSC will reject the request. A new error code is introduced for such kind of rejection. However, we understand such change should not impact most, if not all, existing clients including you which have connected to HSBC Business Collect API because clients usually don't hard code these error codes into their systems.