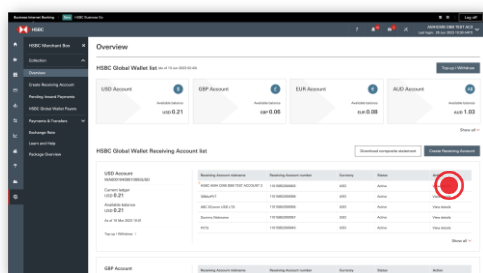


How to collect and manage payments

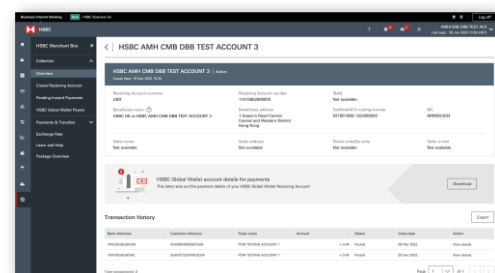


Step 1



Receiving account information

The "Overview" page shows a summary of your HSBC Global Wallet Receiving Accounts. Click "View details" of a Receiving Account to view the account information.

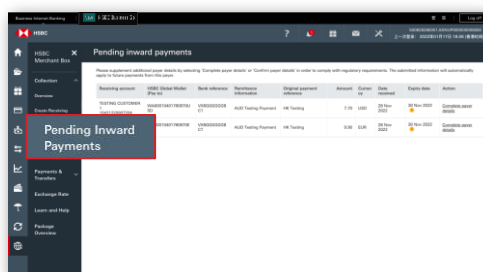


Account details

You can find all the local addressable information of this Receiving Account here. Your overseas payer can use these information to make payments to you.

You can also download the account details in PDF.

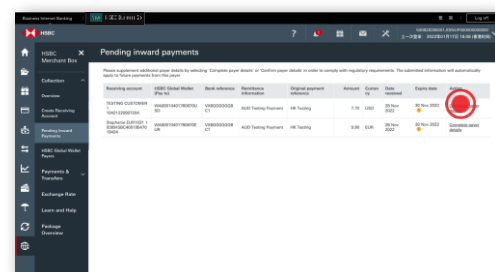
Step 2



Pending inwards payments

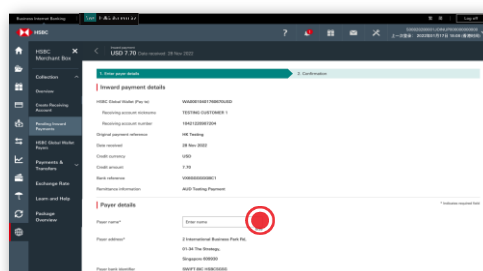
Normally, you should receive payments in your HSBC Global Wallet automatically.

If a payment requires supplementary information, it will appear in "Pending Inward Payments" page. You should check this page regularly to manage all your pending inward payments.



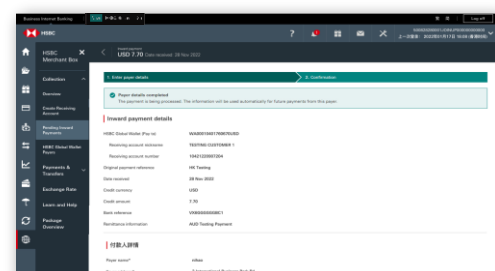
Click "Complete payer details" or "Confirm payer details" of a payment to proceed.

Step 3



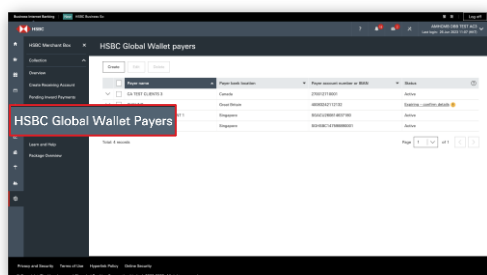
Complete payer's details

Input the payer's name and address to proceed. Please note that you will have 5 business days to provide the payer's details before funds can be credited to the HSBC Global Wallet.



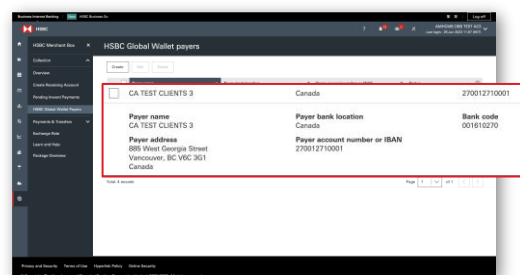
You have completed/confirmed the payer details. HSBC will review the information and process the payment shortly.

Step 4



HSBC Global Wallet Payers

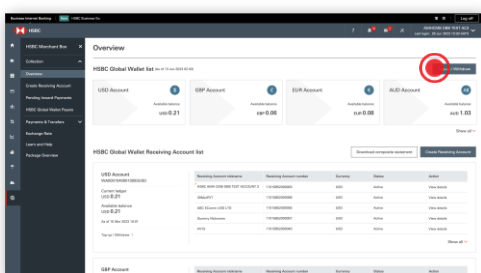
Go to "HSBC Global Wallet payers" to view your list of payers and status. You can also manage payer records on this page.



Create payer records in advance

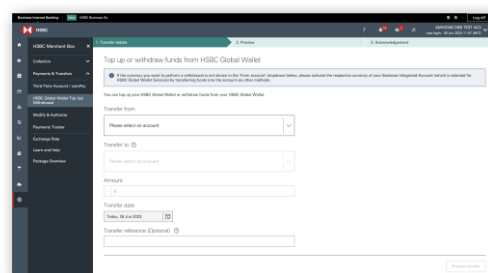
It is advised to create payer records in advance to avoid unnecessary delays on receiving inward payments.

Step 5



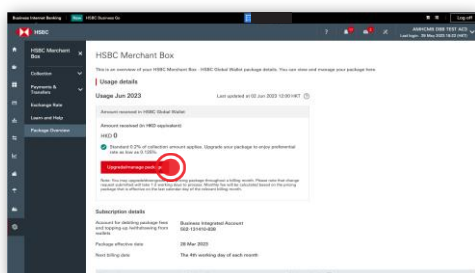
Top up / Withdraw funds

You can withdraw funds from your HSBC Global Wallet to your Business Integrated Account anytime at no cost. On "Overview" page, click "Top up / Withdraw" to proceed.



Choose the currency of HSBC Global Wallet you want to withdraw from, and select the corresponding currency of your Business Integrated Account to transfer funds to. Funds in original currency will be transferred instantly after the instruction is received, and you can freely mobilise the funds through your Business Integrated Account afterwards.

Step 6



Track usage and switch package

Head to "Package Overview" to track your usage (i.e. total amount of funds collected) for the current month.

You can also switch to other package options anytime during the month. Click "Upgrade/ manage package" to proceed.



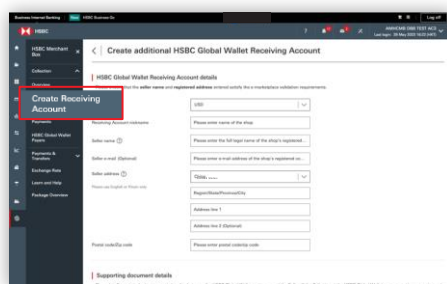
You are all set to collect payments easily!

How to create an additional HSBC Global Wallet Receiving Account

Available to ecommerce business only. Relevant supporting documents will be required.

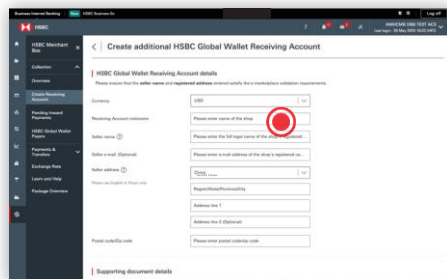


Step 1

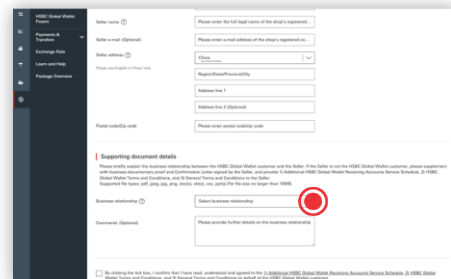


Create an additional HSBC Global Wallet Receiving Account
Go to the "Create Receiving Account" page.

Step 2



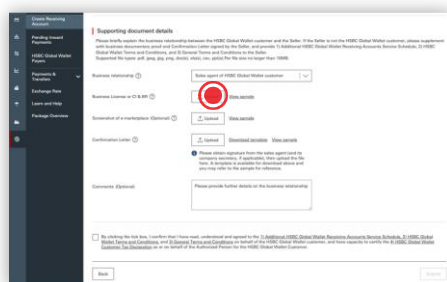
Create a nickname for your receiving account.
Input seller name, email, and address.



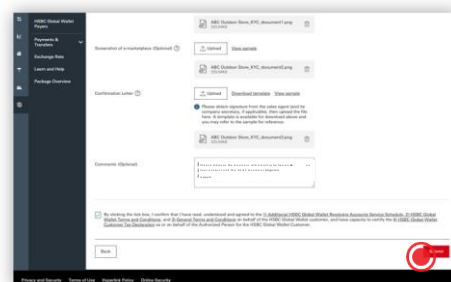
Select business relationship
Scroll down to supporting document details, select business relationship between the HSBC Global Wallet customer and the Seller of this Receiving Account.

If "Same Entity as HSBC Global Wallet Customer" is selected, you can click "Submit" to proceed to Step 4.
If not, the required supporting documents will show.

Step 3



Sign and upload documents
Print out the confirmation letter and upload the signed documents to HSBC.



Click "Submit" after uploading all documents.

Step 4

Review and confirm your details.

Application submitted

You have submitted your application. HSBC will review and approve your application shortly. Click "Back to overview" to continue. If "Same Entity as HSBC Global Wallet Customer" is selected in Step 2, HSBC will request for supporting document of your ecommerce business afterwards.

Step 5

Country	Receiving Account Information	Request status	Last update date	Request reference number	Action
USD	XXX USA Ltd	Pending	01 Dec 2022	MBWAC20221001000000000000	More information required
USD	ABC	Pending	02 Jan 2023	MBWAC20230000000000000000	View details
USD	PAT	Rejected	10 Mar 2023	MBWAC20230000000000000000	View details
GBP	Smith & Jones	Rejected	08 Dec 2022	MBWAC20221001000000000000	View details
USD	ABC Ltd	Rejected	10 Dec 2022	MBWAC20221001000000000000	View details

Check your request status

Scroll to the bottom of the overview page to check your Receiving Account request status.

Step 6

Additional information

If further information is required, click on the "Upload" button to supplement the additional information.

Step 7

Review and confirm

Once done, confirm all your details and click "confirm" to proceed.

Documents submitted

Supporting documents which you just uploaded will be reviewed by HSBC. Please note that your Receiving Account Number will only be available after all validations are completed.



You have just created an additional HSBC Global Wallet Receiving Account, and is ready to use it on your ecommerce platform to start receiving like a local!