

HSBC's Touchscreen ATM – Easy Press Solution

To enhance customer experience and provide more convenient ATM services, HSBC has introduced the Touchscreen ATMs with enhanced transaction flow at 7 pilot sites commencing Dec 2009.

In addition, HSBC has designed the ATM Easy Press solution by means of physical keypad only. This serves as an additional feature to Touchscreen ATM's functionalities to provide customers with an alternative to do basic transactions without the use of touchscreen.

Customers can simply follow the Easy Press instructions to complete the withdrawal and transfer transactions at ease



Physical Keypad

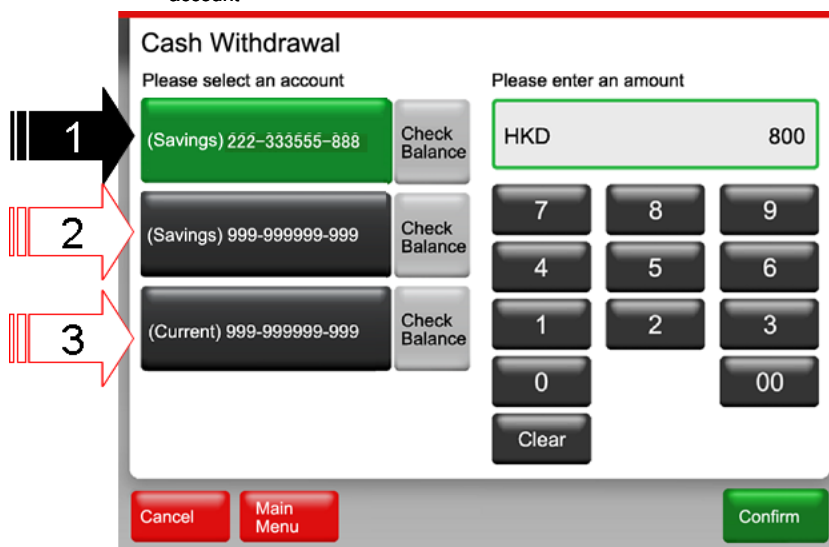
1. Withdrawal

- Step 1 Insert the ATM Card
- Step 2 Enter the PIN and press **ENTER** to go to the Main Menu
- Step 3 Enter **"1"** for withdrawal and press **ENTER**
- Step 4 Select **the account to withdraw funds from**, and press **ENTER**
 - E.g. enter **"1"** to select the first account shown on the screen, enter **"2"** to select the second account and so on.
- Step 5 Key in the **amount to withdraw** and press **ENTER**
- Step 6 Transaction completed. Collect the advice*, ATM Card and cash

Example To withdraw HKD800 from the first account shown on screen (as illustrated below), after entering the Main Menu, press:

▶ **1 + ENTER + 1 + ENTER + 800 + ENTER**

Withdrawal
Select 1st account
Withdraw \$800



* Please note that for this Easy Press solution, advice is issued automatically after the transaction.

2. Transfer

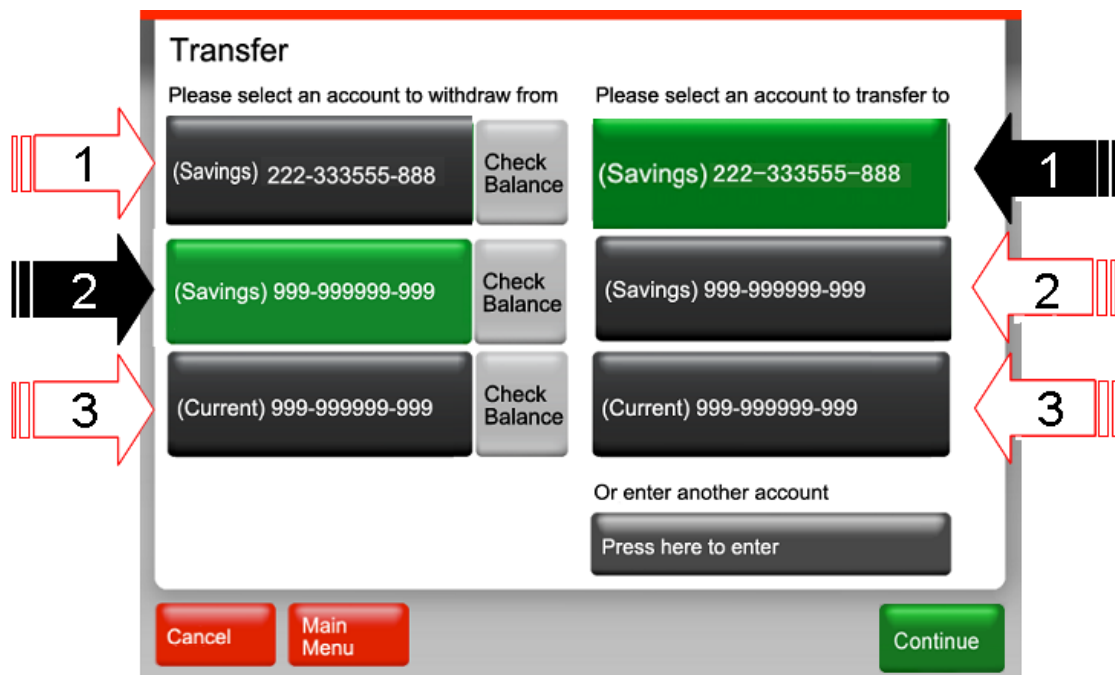
2.1 Transfer to the Accounts on the Same Card

- Step 1 Insert the ATM Card
- Step 2 Enter the PIN and press **ENTER** to go to the Main Menu
- Step 3 Enter “**2**” for transfer and press **ENTER**
- Step 4 Enter **the code of the account to be debited**, and press **ENTER**
- E.g. enter “**1**” to transfer funds **from** the first account shown on screen, enter “**2**” to transfer **from** the second account and so on
- Step 5 Enter **the code of the account to be credited**, and press **ENTER**
- E.g. enter “**1**” to transfer funds **to** the first account shown on screen, enter “**2**” to transfer **to** the second account and so on
- Step 6 Key in the **amount to transfer** and press **ENTER**
- Step 7 Transaction completed. Collect the advice* and ATM Card

Example To transfer HKD800 from the second account shown on the screen to the first account (as illustrated below), after entering the Main Menu, press:

► **2 + ENTER + 2 + ENTER + 1 + ENTER + 800 + ENTER**

Transfer Select 2nd account to be debited Select 1st account to be credited Transfer \$800



*Please note that for this Easy Press solution, advice is issued automatically after the transaction.

