

FAQ

HSBC Business Internet Banking Accounting Software Integration – “Manage Bank Feed” Tool

1. Which account types are eligible for bank feed set-up?

- Business Integrated Account – HKD Current, HKD Savings and Foreign Currency Statement Savings. Other account types within a Business Integrated Account will not be supported.
- HKD Current accounts
- HKD Savings accounts (Passbook and Statement Savings)
- USD Passbook Savings
- CombiNations Savings
- Foreign Currency Current Accounts
- Foreign Currency Statement Savings

2. What is Xero? How do I use certain services or features in Xero?

- Xero is a cloud-based accounting software system.
- For more information, please visit Xero’s website at <https://www.xero.com/hk/hsbc/> or contact Xero customer service by email at support@xero.com.

3. Do I need to pay for the HSBC-Xero bank feeds?

- No, there is no additional cost for setting up bank feeds from HSBC to Xero.

4. How can I set up bank feeds?

- Simply log in to HSBC Business Internet Banking as a Primary user and select “Manage Bank Feed” under “Accounts” in the menu. You can refer to the online user guide for details. If you encounter any problems, please contact Xero customer service at bankfeeds@xero.com.

5. Can all users set up bank feeds?

- No, only Primary users can set up bank feeds at the moment.

6. I have previously set up an HSBC bank feed with Xero by completing a paper form. How can I revoke this?

- If you have an existing bank feed with Xero, set up via paper form or previous sign-up tools, you will not see those connections in the online tool. As such, you cannot revoke those bank feeds directly via HSBC Business Internet Banking. For assistance, please contact Xero customer service at bankfeeds@xero.com.
- You can revoke any bank feeds that have not been set up via paper forms through HSBC Business Internet Banking.

7. I have set up an HSBC bank feed with Xero using a paper form. Why can I still select this account in “Manage Bank Feed”?

- If you have an existing bank feed with Xero, set up via paper form or previous sign-up tools, you won’t see those connections in the online tool. Therefore, those bank accounts will still appear on the “Manage Bank Feed” page. If you try to set up bank feeds for those accounts through HSBC Business Internet Banking again, Xero will reject the request, as the feed has already been set up. If you want to revoke a bank feed, please contact Xero customer service for assistance at bankfeeds@xero.com.
- For any bank account that has not been set up through paper form, you can set up and revoke bank feed through HSBC Business Internet Banking.

8. What information will be shared between HSBC and Xero?

- After giving your consent through HSBC Business Internet Banking, your account statement data, such as account balance and transaction details, will be automatically shared with Xero on a daily basis, commencing after two business days.

9. I encountered an error or rejection message when I set up or revoked a bank feed.

- If you see “Service is temporarily unavailable. Please retry later.”, please relaunch the page later. For any other error or rejection messages, please contact Xero customer service for assistance at bankfeeds@xero.com.