Provide eSignature with HSBC HK Business Express mobile app

User Guide

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The introduction

You can now simply provide eSignature specimen for your company through the HSBC HK Business Express Mobile app. Please check the company amendment workflow below:

Requestor
submits a request

This guide covers these steps and please tap the respective process for the steps:

New authorised signatory / director verifies identity

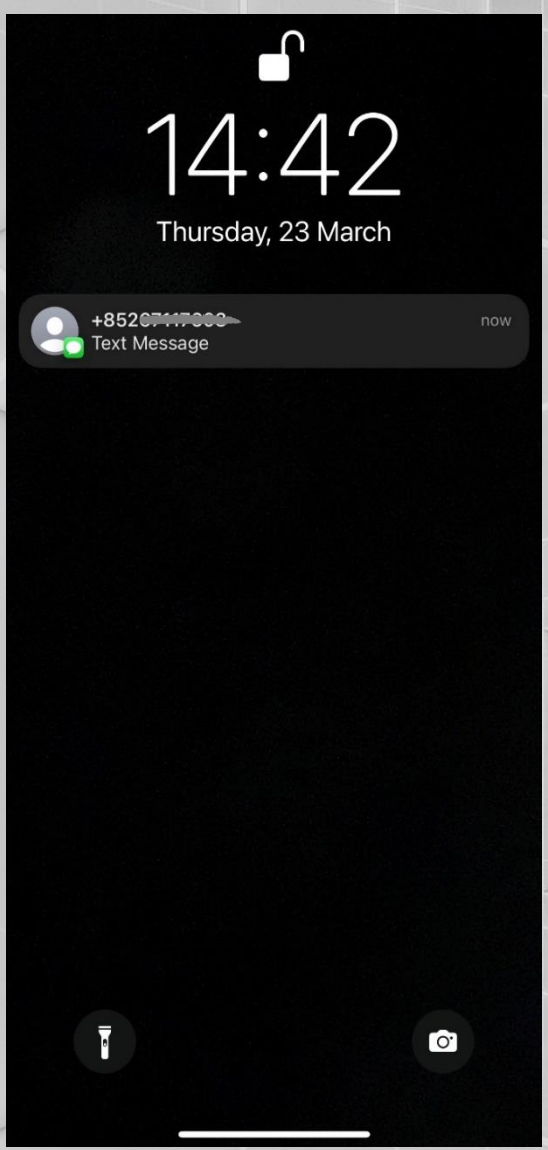
New authorised signatory / director submits eSignature

Approver
approves the request

(if applicable)

Getting started

1. You will receive an SMS with ‘Digital Verification ID’ from us. Open the HSBC HK Business Express mobile app* to start.



* You can visit App Store, Google Play, or Baidu App Store and search ‘HSBC HK Business Express’ to download the app. Or, If you’ve downloaded the app before, please upgrade to the latest version.

HSBC HK Business Express

Download on the App Store

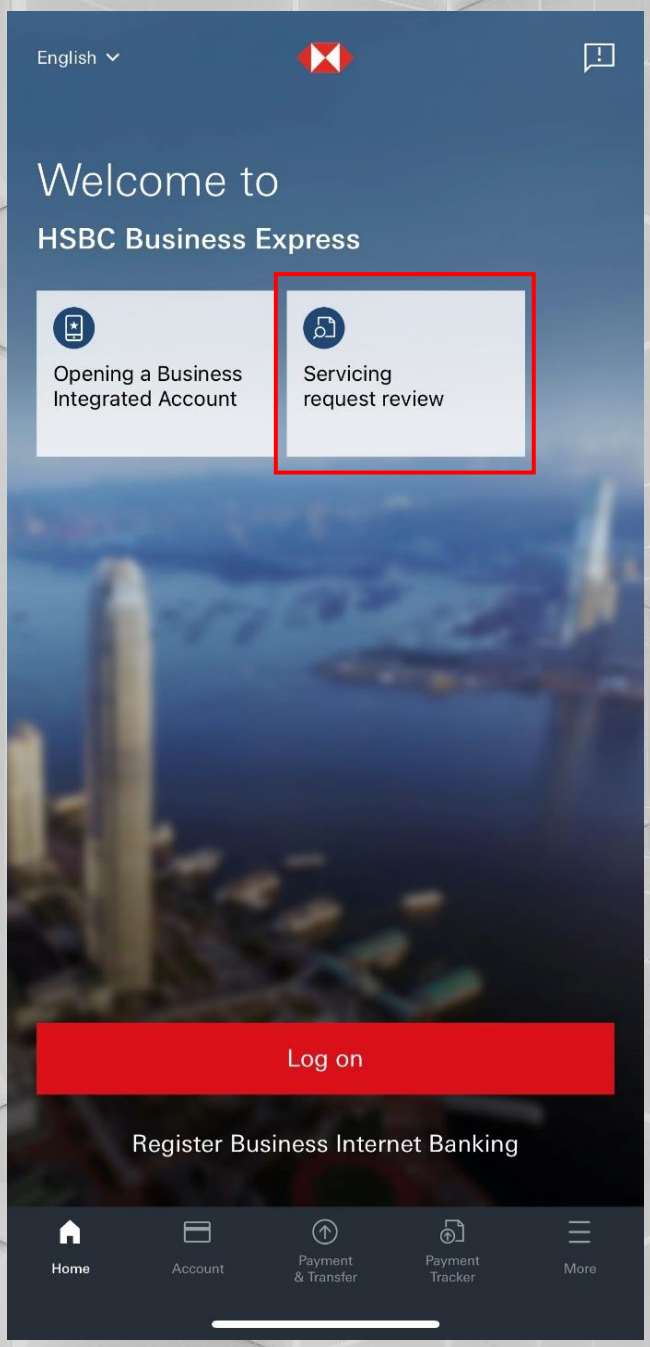
GET IT ON Google Play

Getting started

Verify your identity

Provide eSignature specimen

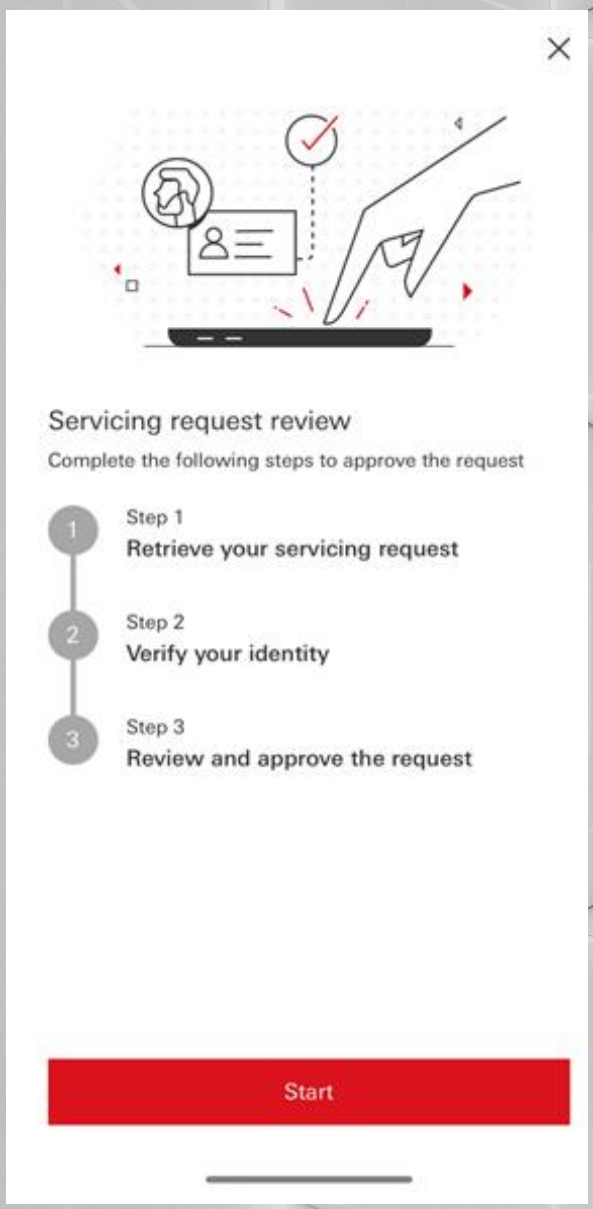
2. Open HSBC HK Business Express mobile app and go to ‘Servicing request review’.

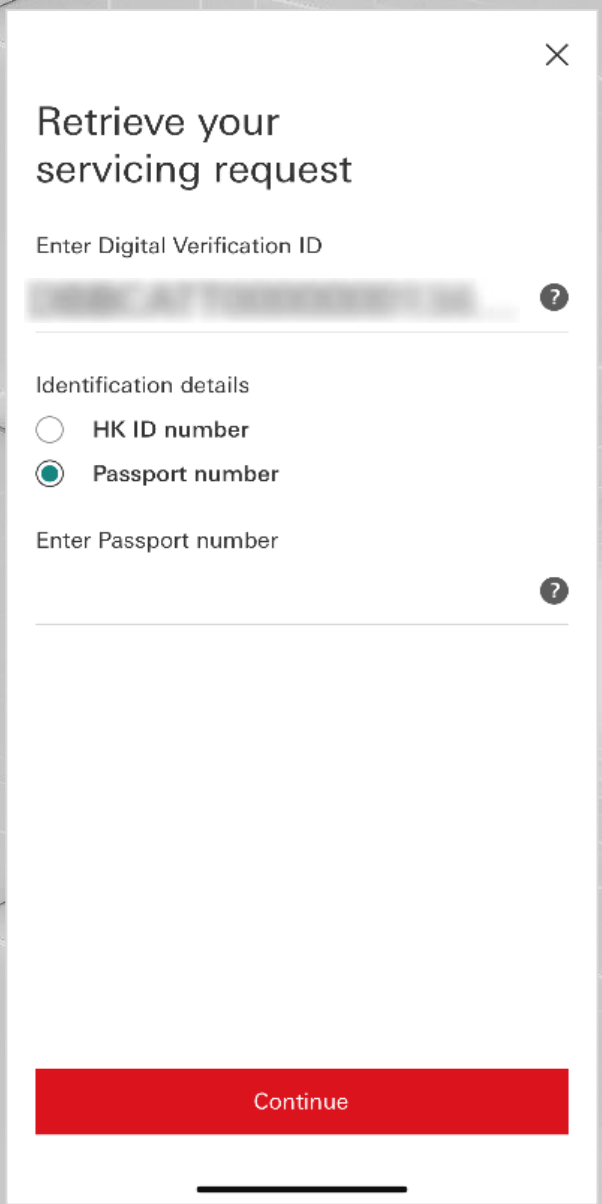


Retrieve servicing request

Verify your identity

3. Tap ‘Start’ and enter the ‘Digital Verification ID’ from the SMS. Select the type of identification document you have registered with the bank* and ‘Continue’ to proceed.





* Please provide the identification detail the requestor submitted for you under this request. We support HKID card and passports issued in Australia, Belgium, Canada, China, India, Ireland, Italy, Jersey, Mexico, the Philippines, Singapore, South Africa, the United Kingdom, the United States of America and Vietnam.

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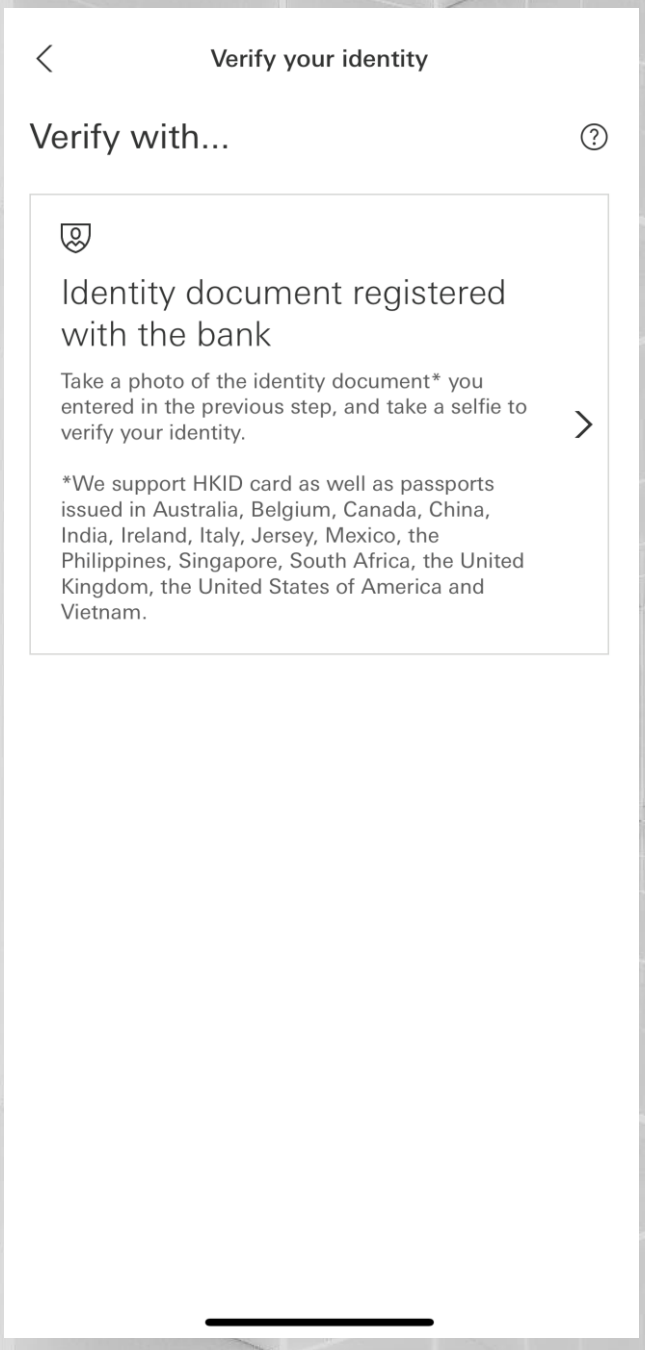
Choose verification method

Verify your identity

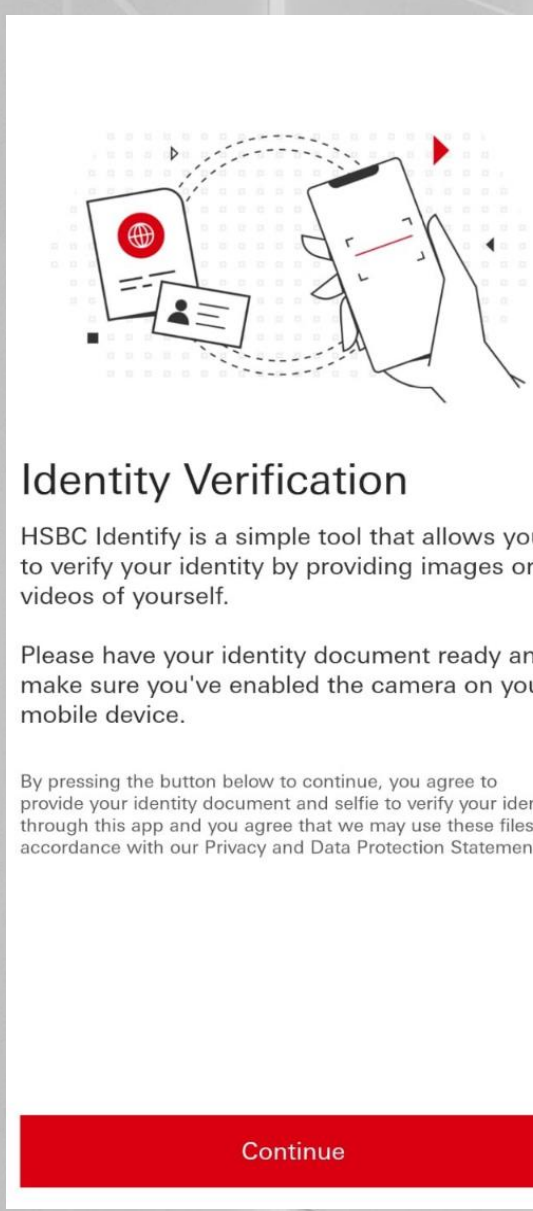
4. Select ‘Identity document registered with the bank‘.

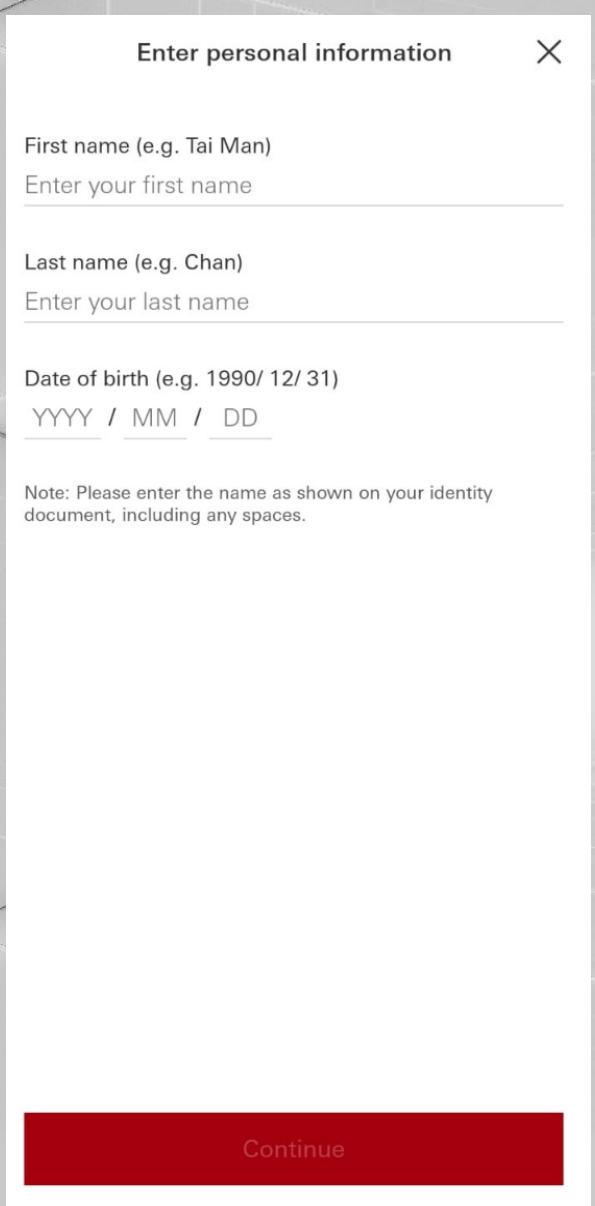


Verify with ID document

Verify your identity

5. Please enable camera on your mobile device and tap ‘Continue’ to proceed. Input your details as instructed to continue

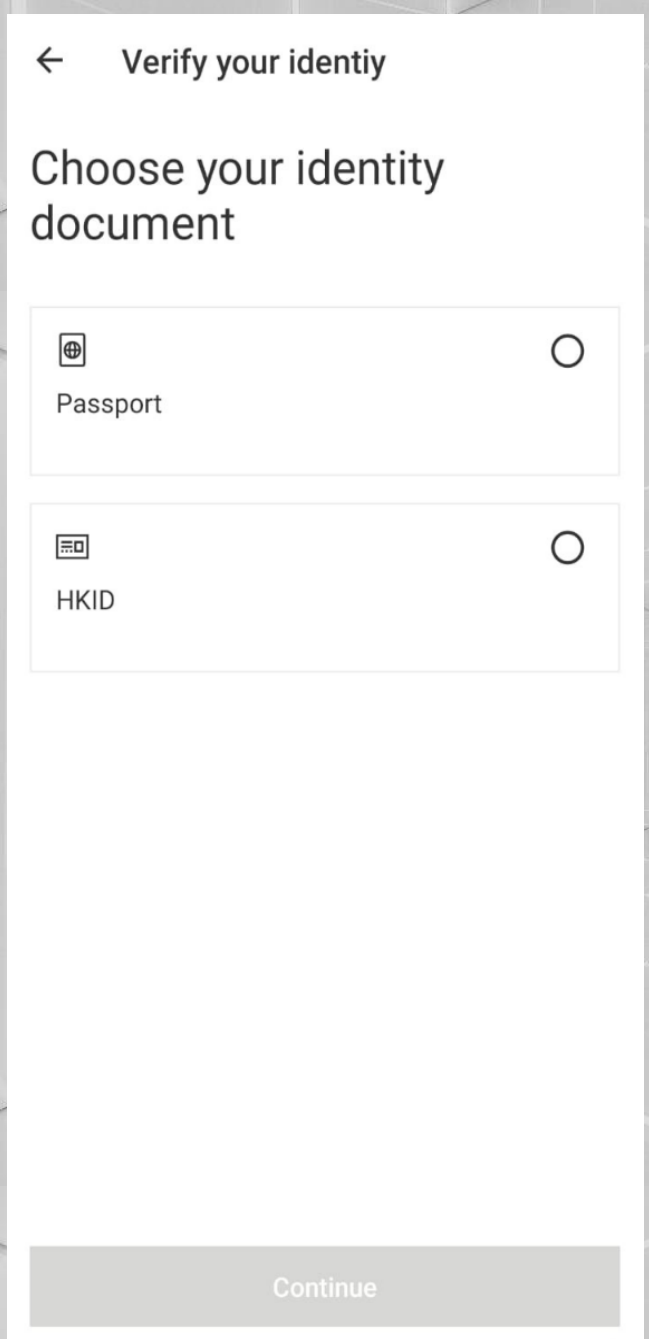




Personal information

Verify your identity

6. Choose your identity document*.

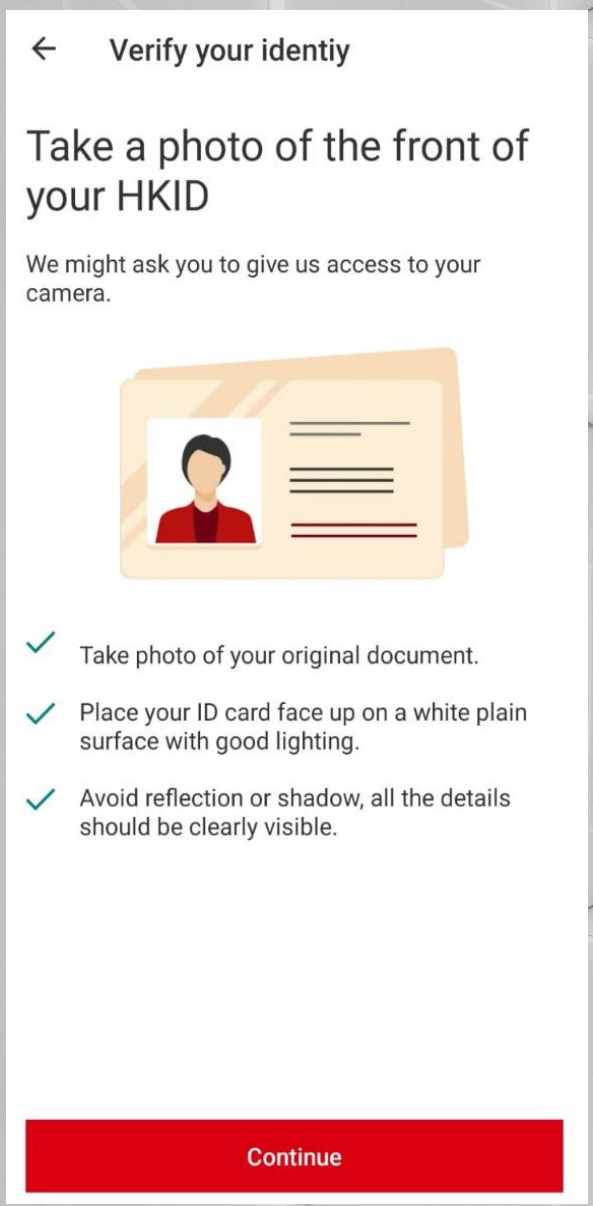


* Please take photo of the identity document that provided in previous step.

Take photo of your ID

Verify your identity

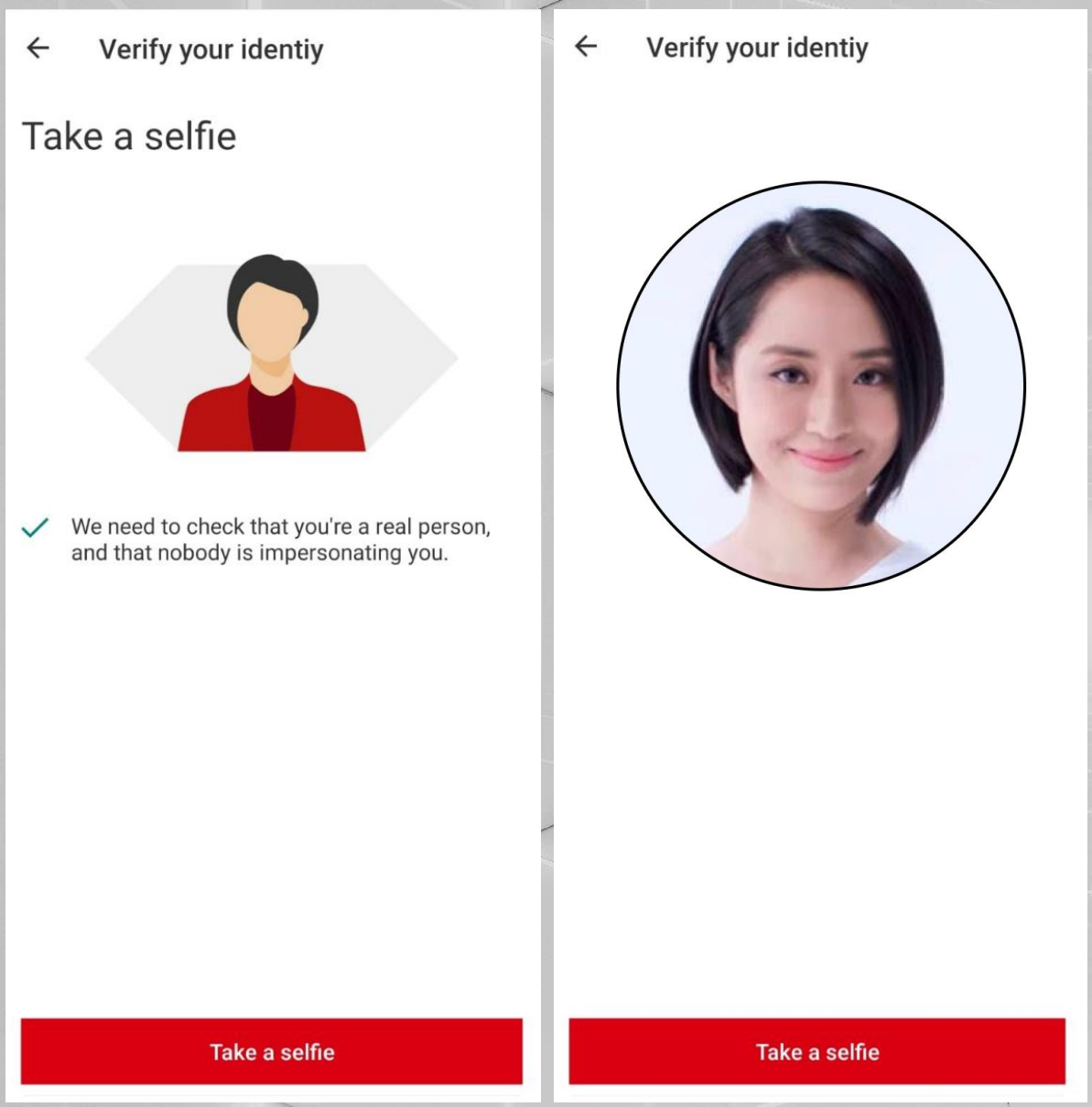
7. Tap ‘Continue’ and take photos of your identity document as instructed.



Take photo of yourself

Verify your identity

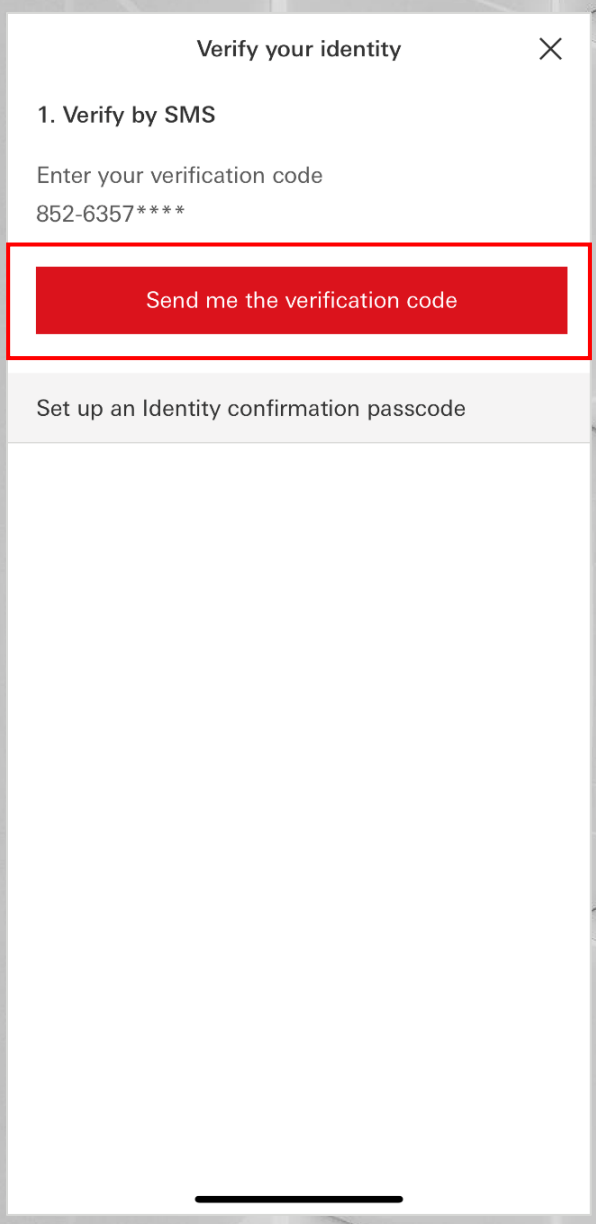
8. Tap ‘Take a selfie’ and take photo of yourself as instructed.

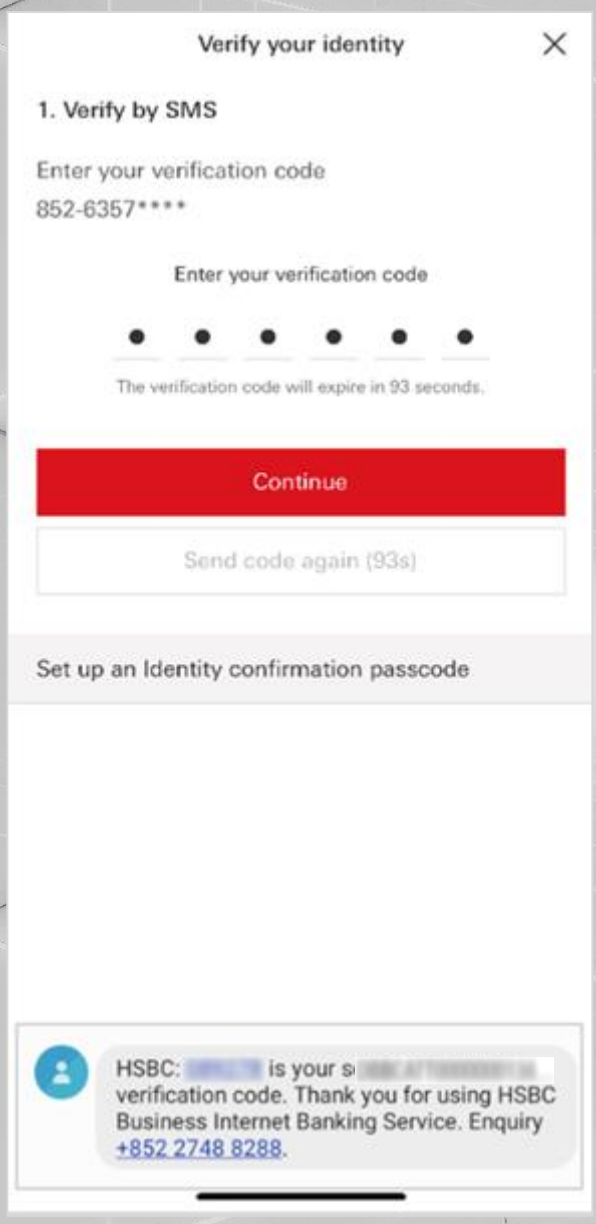


Identity confirmation passcode

Verify your identity

9. You will need to verify yourself by SMS. Tap ‘Send me the verification code’ and receive SMS with the one-time-password (OTP), input the OTP to continue.

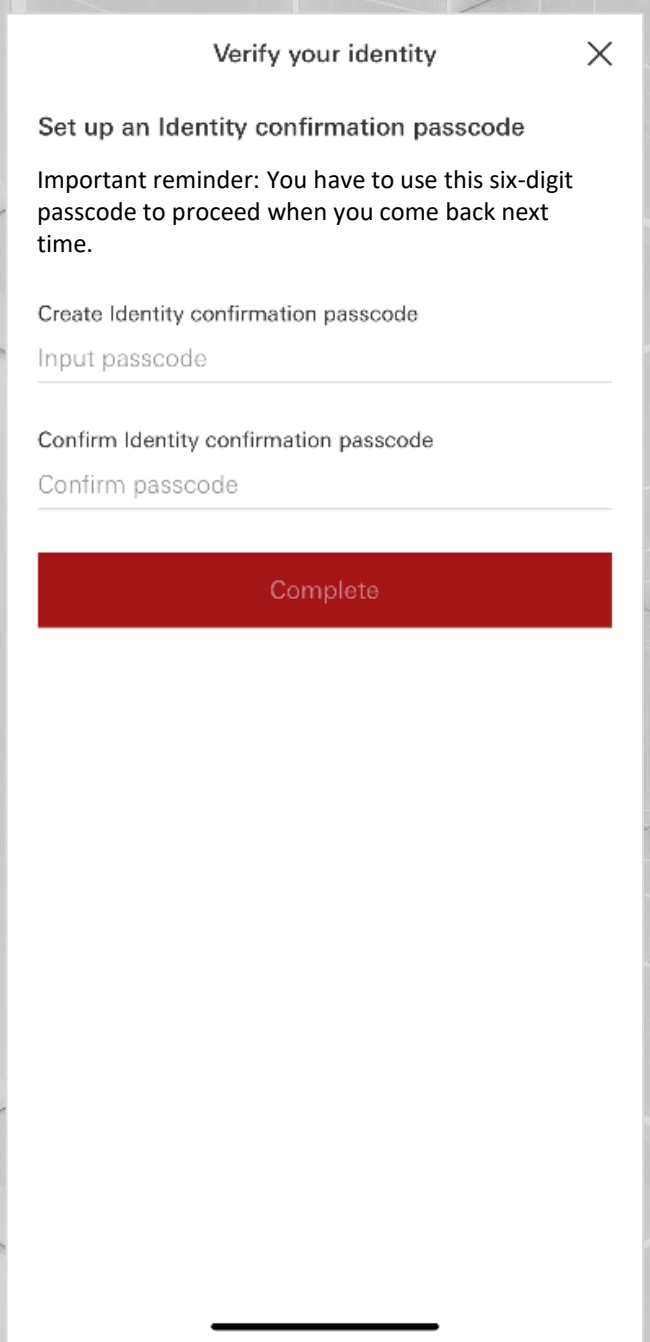




Identity confirmation passcode

Verify your identity

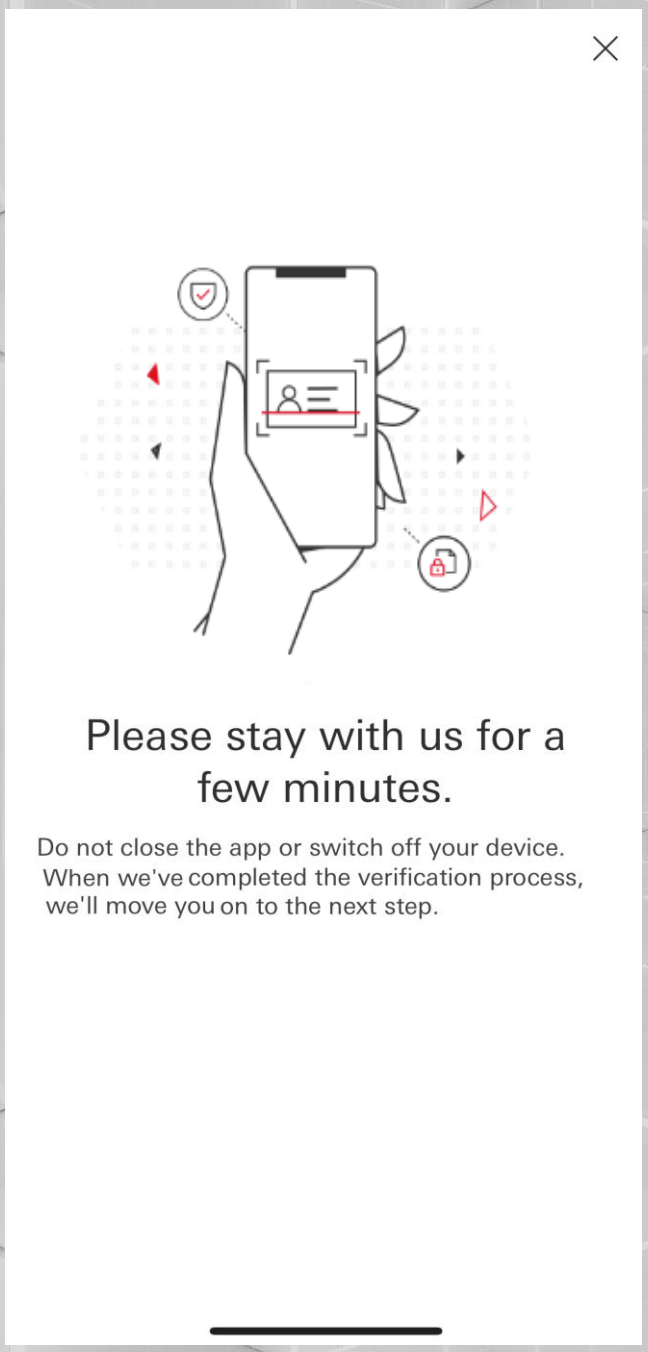
10. Set up ‘Identity confirmation passcode’ for retrieving your servicing request going forward.



Wait for a few minutes

Verify your identity

11. Please wait and stay in the loading screen for a few minutes*. When the verification process is completed, we'll move you to the next step.



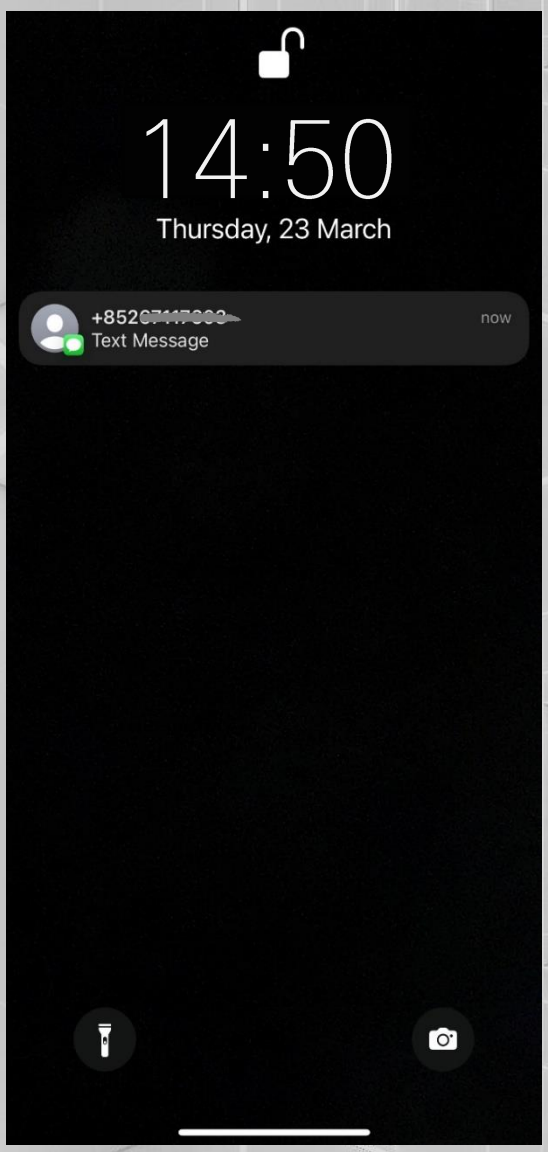
* If the verification process hasn't been completed in a few minutes, you can leave the app and come back to complete the process when you receive the SMS.

Receive SMS

Verify your identity

Provide eSignature specimen

1. You will then receive an SMS* with the same ‘Verification ID’ for completing next step.



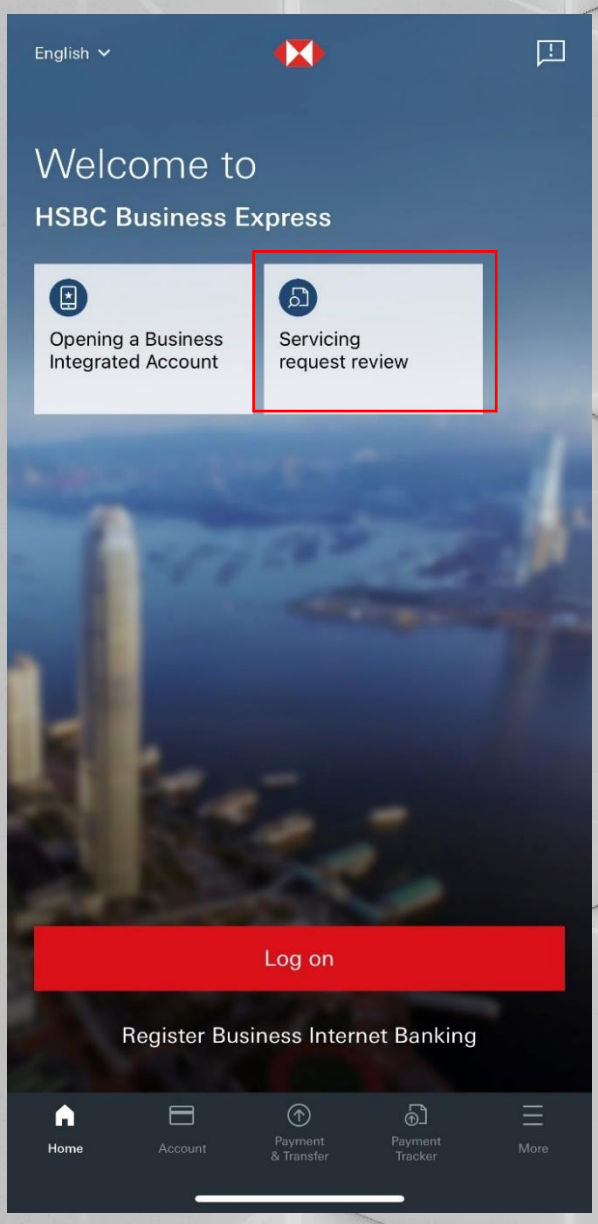
* You will receive SMS notifications when:

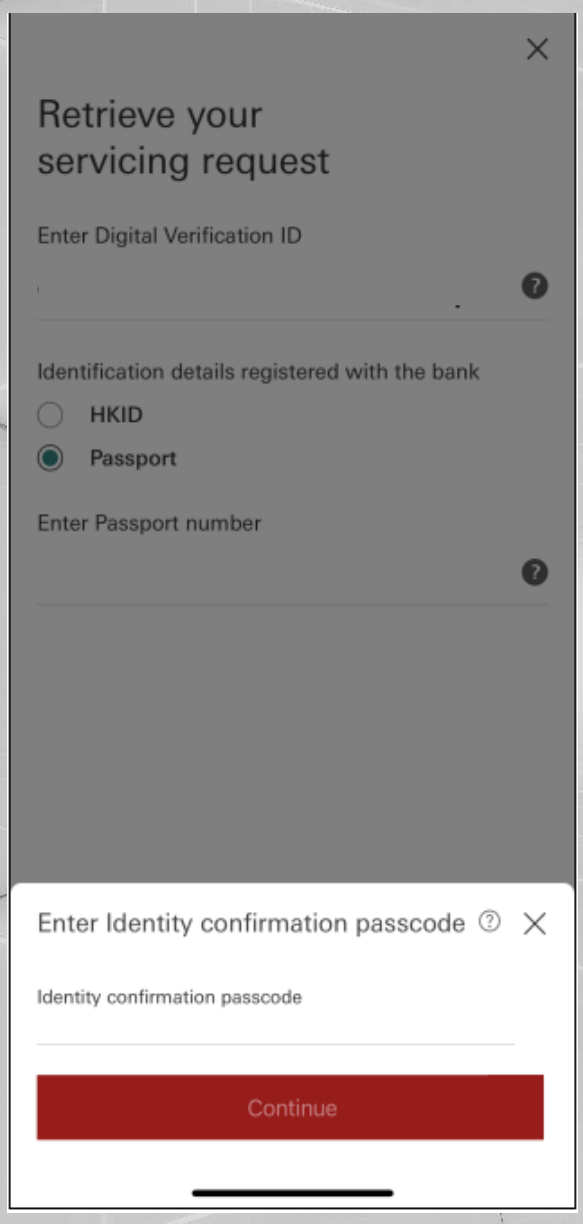
1. You have completed the identity verification successfully and proceed to next step for providing eSignature specimen;
2. You have not completed the identity verification or provided eSignature specimen after 3 days upon request submission;
3. Your identity verification attempt was unsuccessful and you can try again;
4. Your third attempt of identity verification was unsuccessful, please contact the requestor to submit a new request.

Retrieve servicing request

Provide eSignature specimen

2. If you didn't leave the app in previous step, please go to next page to continue. Otherwise, open the app, go to 'Servicing request review', enter verification details* and tap 'Continue'.



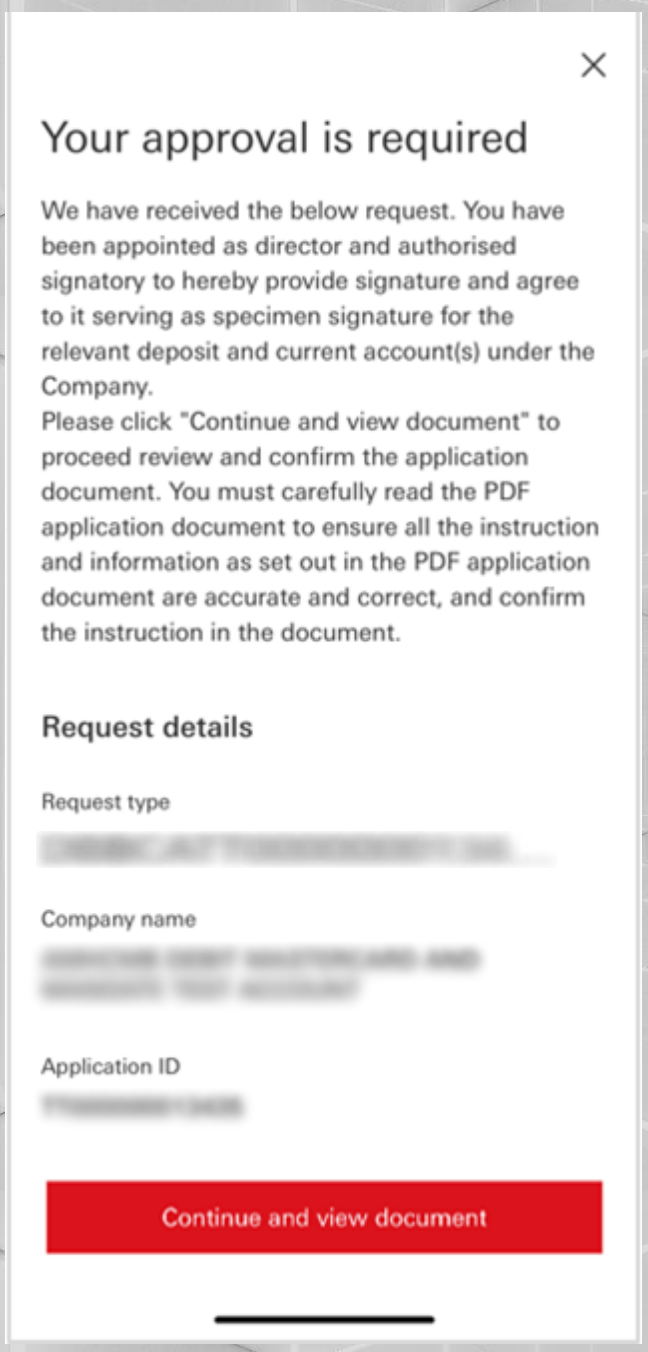


* Including the 'Verification ID' from SMS, identification details that requestor submitted for you under this request and 'Identity confirmation passcode' you have just created.

Retrieve servicing request

Provide eSignature specimen

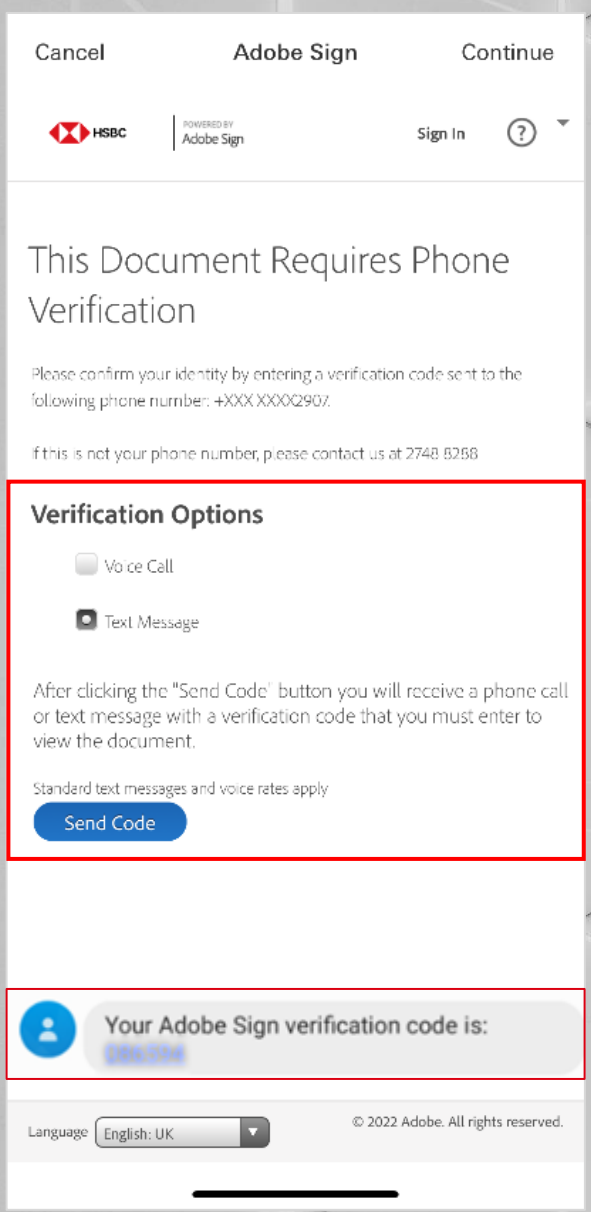
3. Please tap ‘Continue and view document’ to sign your document with Adobe Sign.

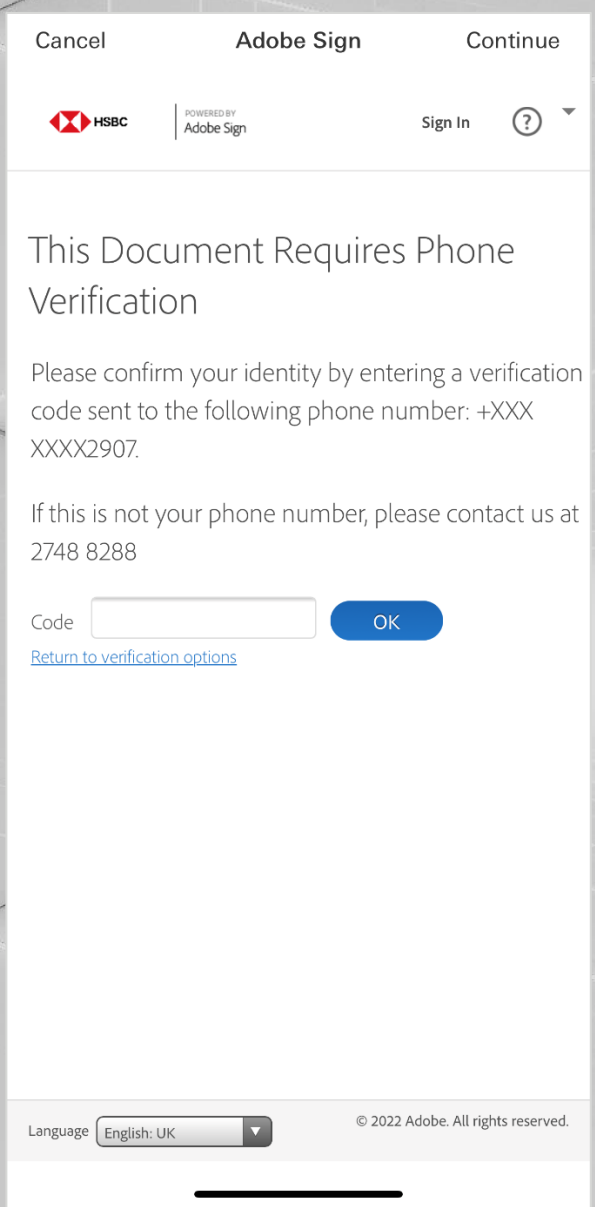


Receive OTP SMS

Provide eSignature specimen

4. Select ‘Text Message’ in verification options and choose ‘Send Code’ to receive an SMS with OTP. Input the OTP to proceed.





Review servicing request

Provide eSignature specimen

5. Tap 'Start' to review the servicing request, then provide your signature specimen in the blue area.

Provide signature

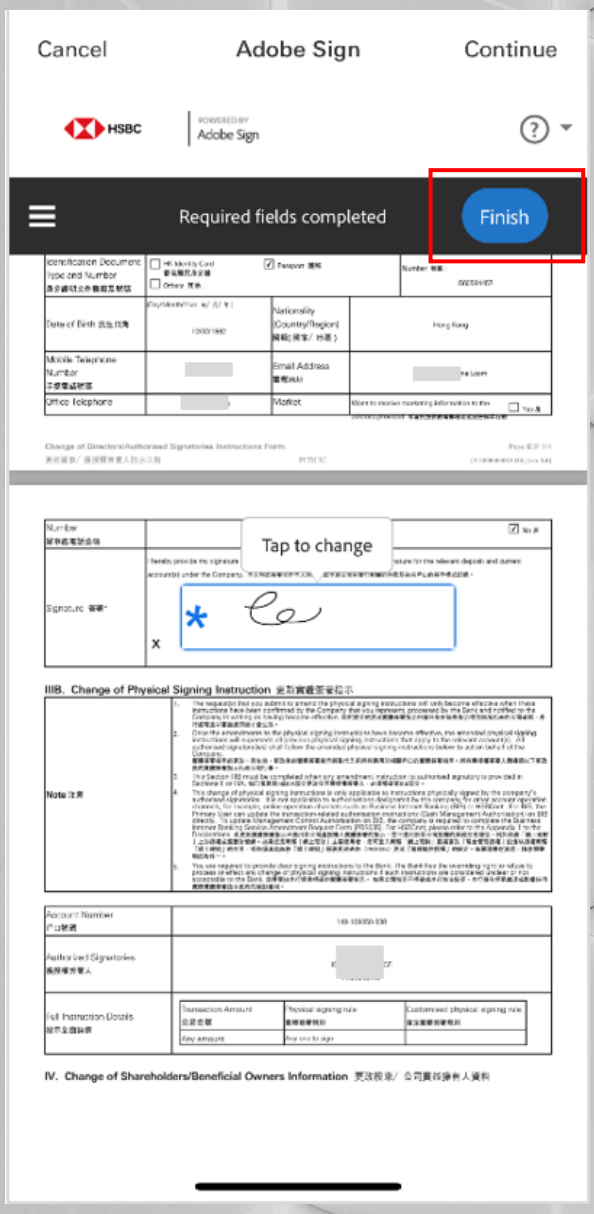
Provide eSignature specimen

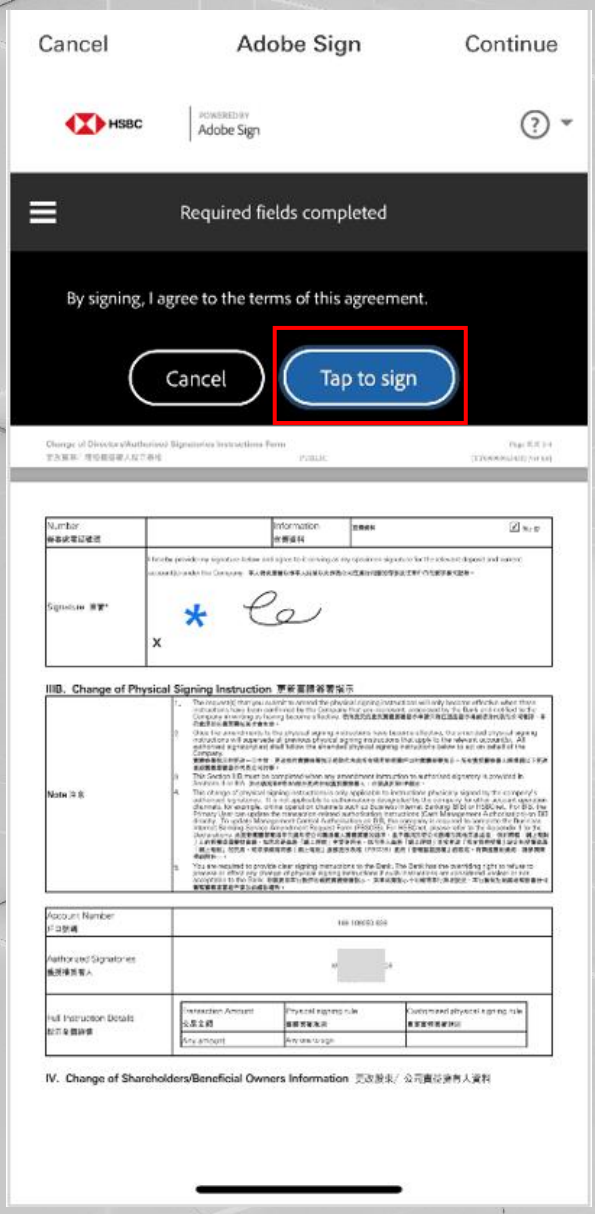
6. You can sign directly on your device or provide signature image as instructed. Once completed, tap 'Apply' to continue.

Provide signature

Provide eSignature specimen

7. You will find the signature specimen inserted in the document, tap 'Finish' to proceed. Choose 'Tap to sign' to confirm your signing.

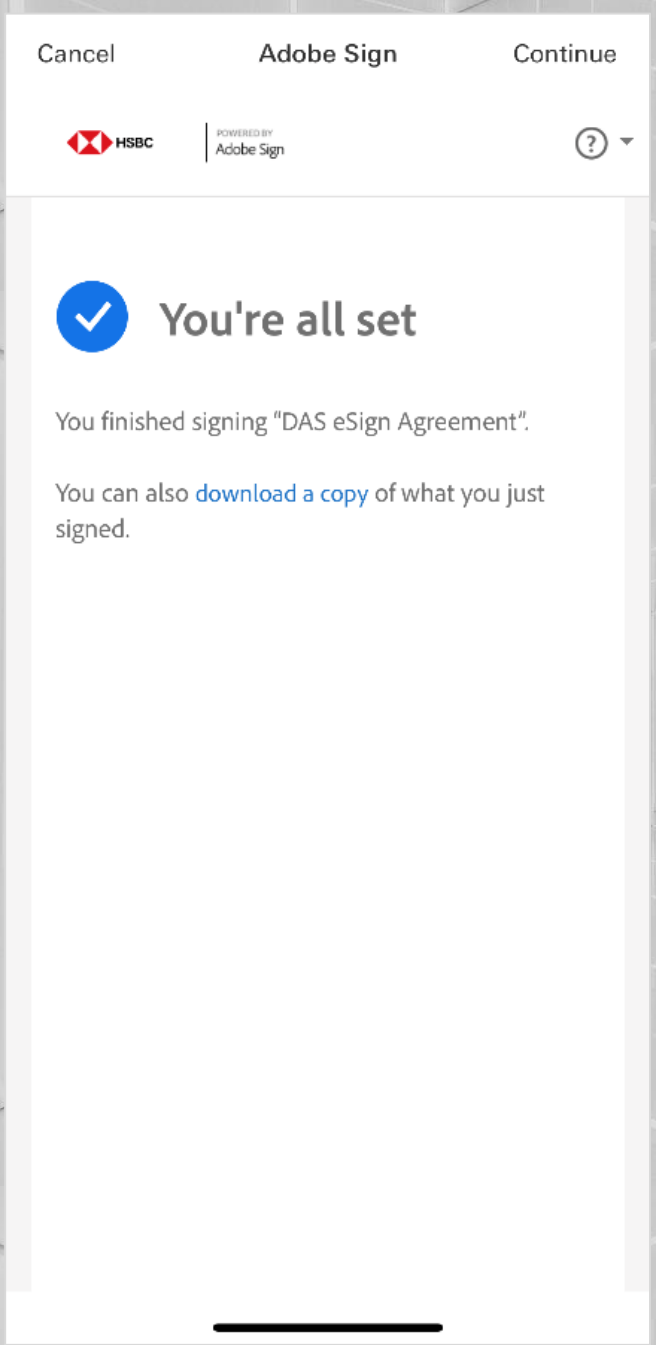




Completed eSignature

Provide eSignature specimen

8. You will see the confirmation screen once your signing is successfully submitted.



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