

Approve servicing request with
HSBC HK Business Express mobile app

User Guide

The introduction

You can now simply authorise the servicing requests for your company through the HSBC HK Business Express Mobile app. Please check the workflow below:

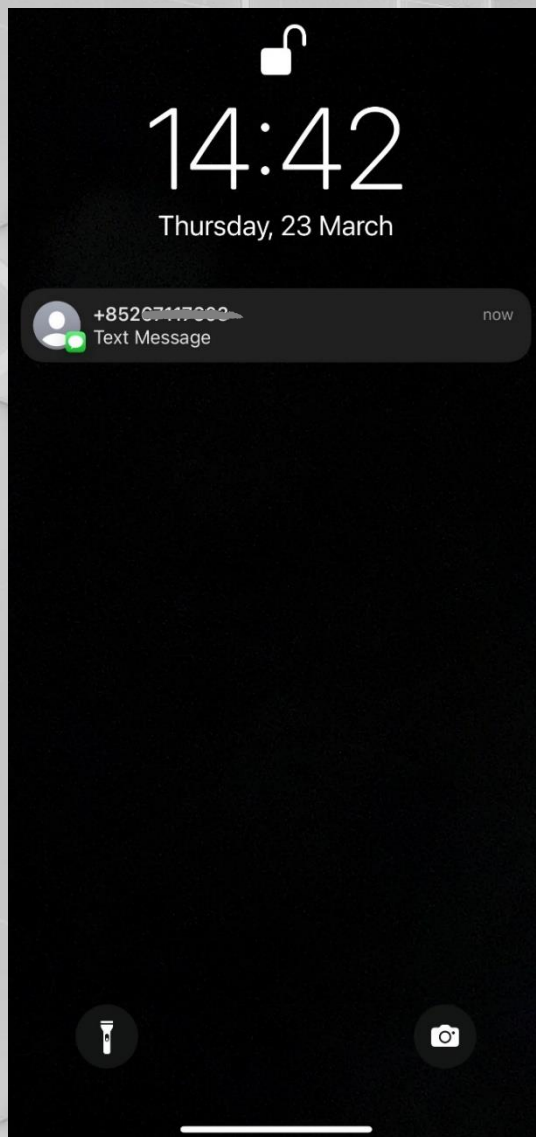


This guide covers these steps and please click the respective process for the steps:



Getting started

1. You will receive an SMS 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

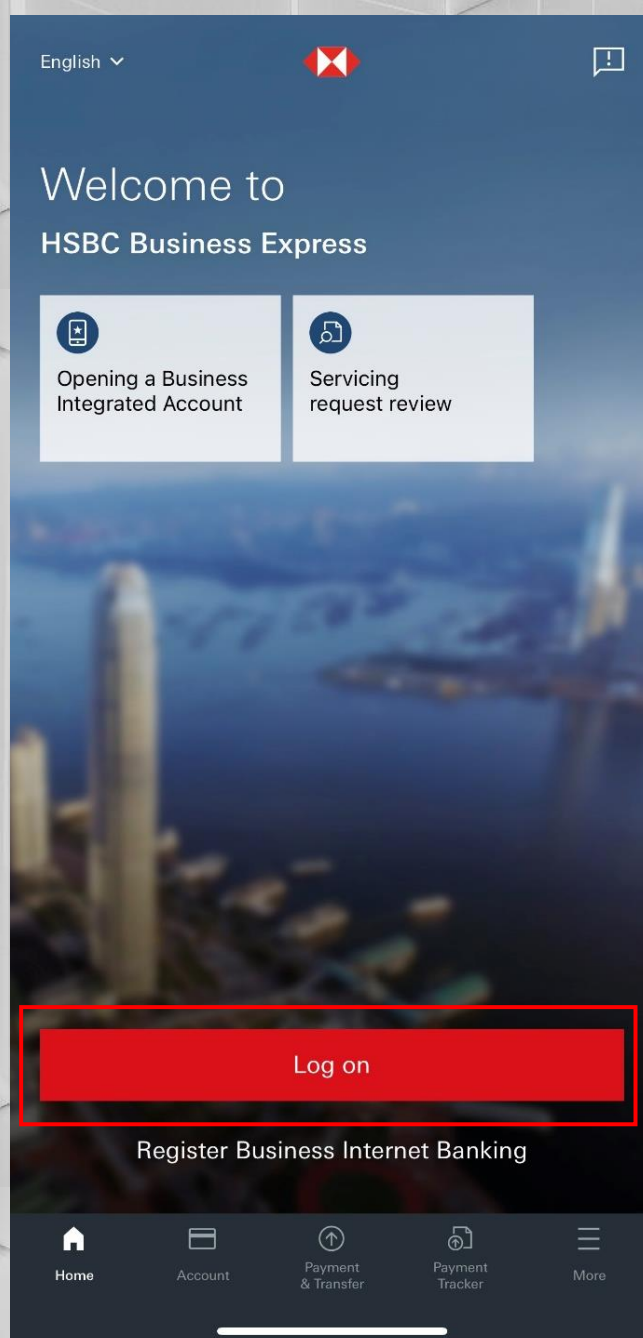


Getting started

Verify your identity (PU)

Approve the request

2. If you are the Business Internet Banking Primary User (PU) of the company*, tap 'Log on'. Or, if you are not PU, please click [here](#) to proceed.

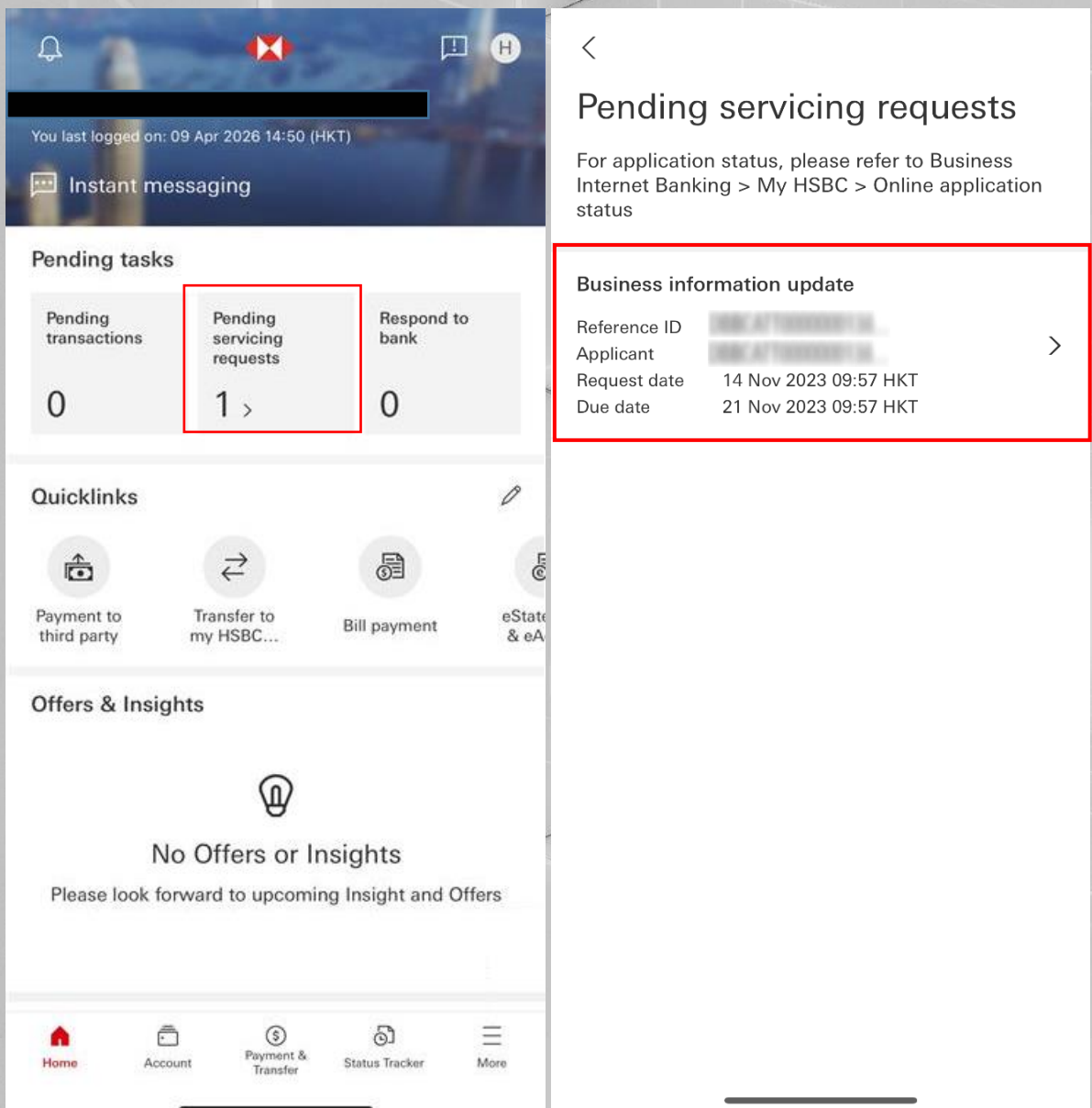


- * You can reference to the SMS provided for your company name.

Retrieve servicing request

Approve the request (PU)

3. After logging on, tap 'Pending servicing requests' on top to view your pending request(s). Please review and approve the request(s)*.

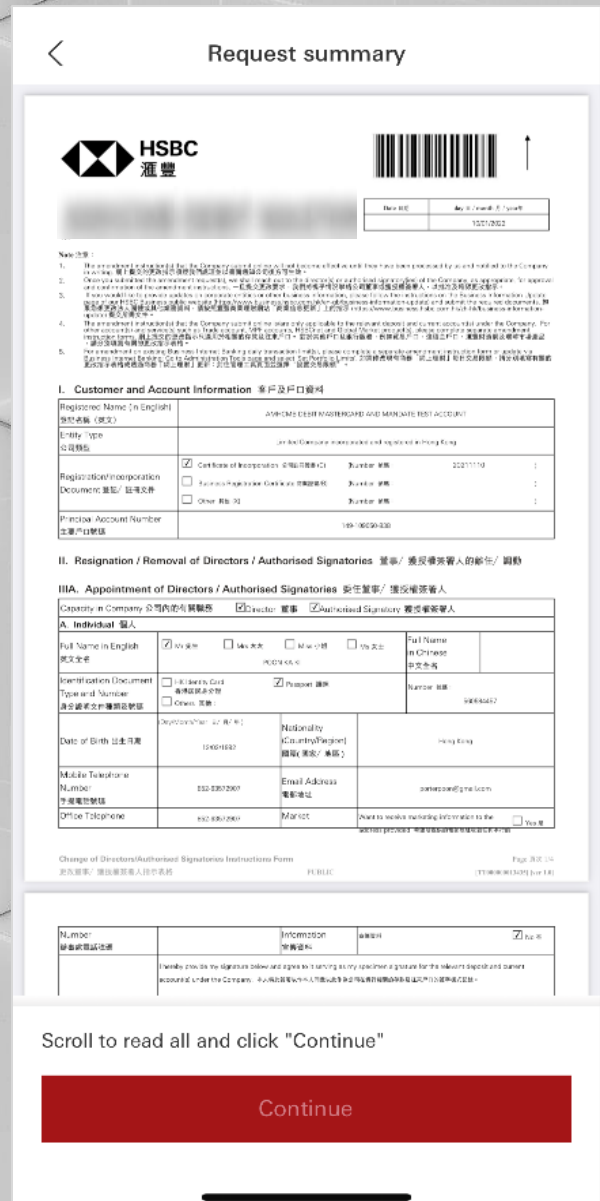
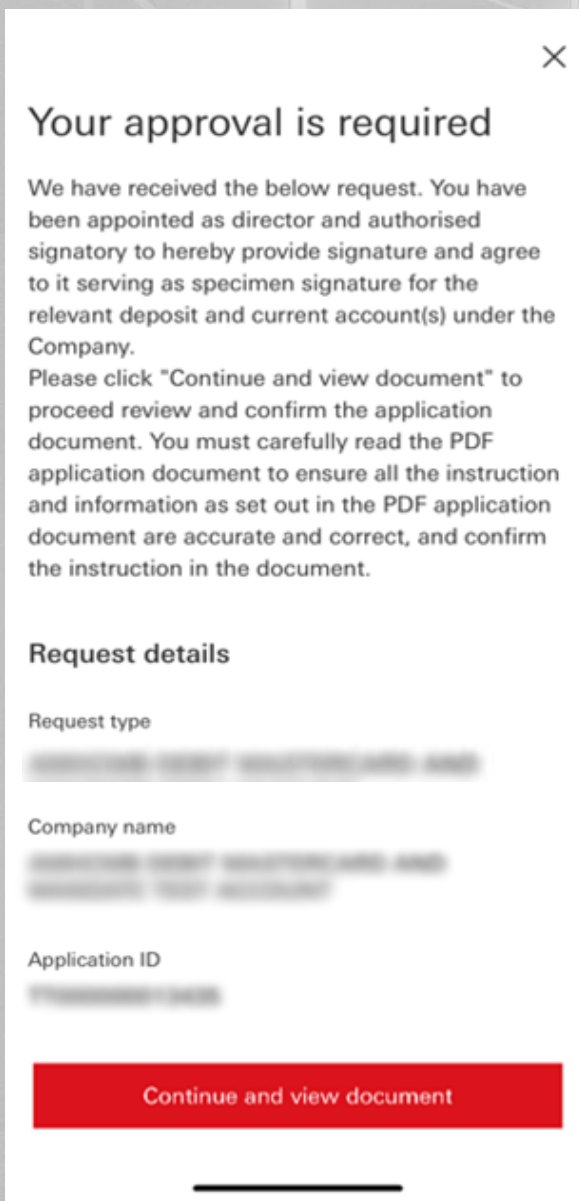


* The request would be different depending on the servicing request types.

Retrieve servicing request

Approve the request (PU)

4. Check your request, tap 'Continue and view document' to open the request form. Scroll down to view the form* and tap 'Continue'.



* The request form would be different depending on the servicing request types.

Approve your request

Approve the request (PU)

5. Read the request summary, declaration and certificate of due authorisation* of the application and provide your approval as instructed.

Request summary

Request type
[REDACTED]

Company name
[REDACTED]

Application ID
[REDACTED]

Requestor name
[REDACTED]

Download the application document

Declaration by the [REDACTED]

1. I/We confirm that the amendment request(s)/ instruction(s) as set out in the Preview section, and all information I/we provided in relation thereto are correct and complete and authorise the Bank to confirm this from any source it may choose. I/We agree and acknowledge that the information provided will be used for processing the amendment request(s)/instruction(s) as set out in the Preview section and for any other purpose that the Bank in its sole discretion deems fit.

2. I/We acknowledge that the Bank's General Terms and

Your approval is required

declarations, confirmations and/or documents in connection with any services or products provided by the Bank as if the same had been signed by such authorised signatory(ies) and/or director(s) of the Company.

I certify that the details of the above resolutions have been entered into the Minute Book of the Company and signed by the chairman of the meeting and are in accordance with the Company's Articles of Association or equivalent constitutional documents.

English version shall prevail in the event of any discrepancy or inconsistency.

Approved by you

Name
[REDACTED]

By clicking 'Approve' below, you certify that all the instructions and information as set out in the application document are accurate, the Declarations stated above have been tabled, confirmed and approved and the resolutions as set out in the Certificate of Due Authorisation were validly passed at the Board Meeting of the Company held on the date specified above.

Approve

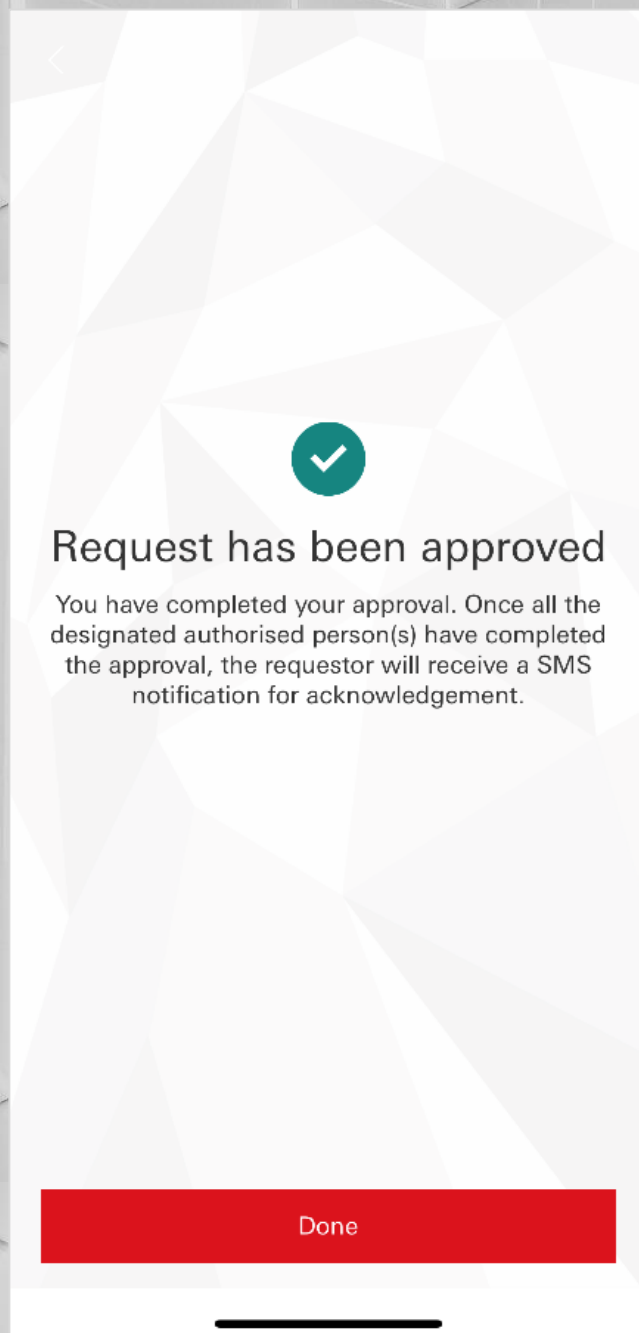
Reject

* The request summary page would be different depending on the servicing request types.

Complete eApproval

Approve the request (PU)

6. You have completed the eApproval successfully.

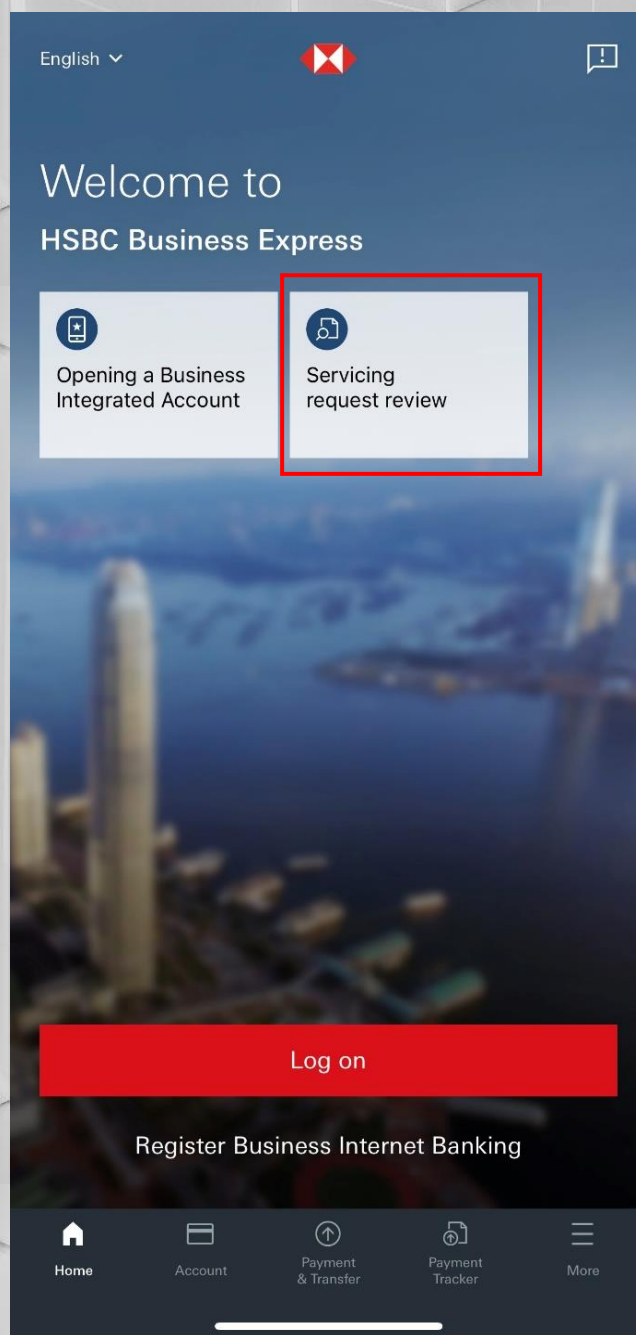


Getting started

Verify your identity (non-PU)

Approve the request

2. Tap on 'Servicing request review' if you are not PU.



Retrieve servicing request

Verify your identity (non-PU)

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.

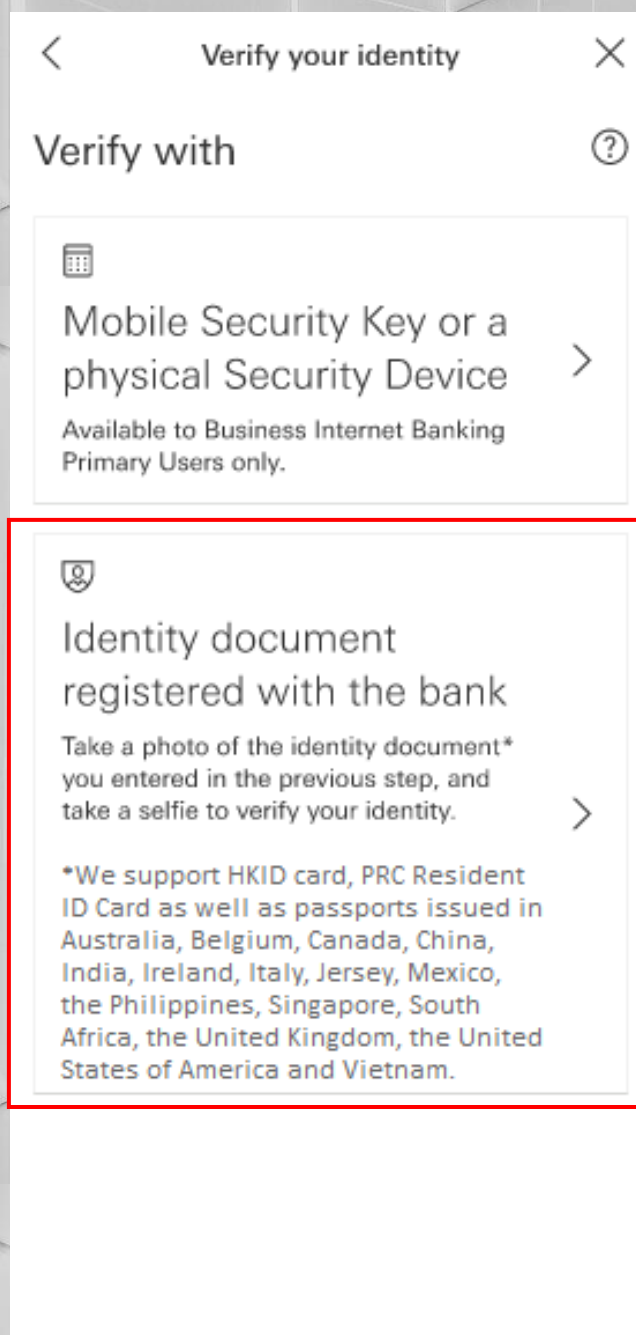
The image displays two screenshots from a mobile application. The left screenshot is titled "Servicing request review" and includes a progress indicator with three steps: "Step 1 Retrieve your servicing request", "Step 2 Verify your identity", and "Step 3 Review and approve the request". A red "Start" button is at the bottom. The right screenshot is titled "Retrieve your servicing request" and contains the following elements: a close button (X) in the top right; a text input field for "Enter Digital Verification ID" with a question mark icon; a section titled "Identification details registered with the bank" with three radio button options: "HKID", "Passport", and "PRC Resident ID Card"; a text input field for "Enter Passport number" with a question mark icon; and a red "Continue" button at the bottom.

* Please provide the identity document you submitted to the bank for the company that shown on the SMS. We support HKID card, PRC Resident ID 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.

Choose verification method

Verify your identity (non-PU)

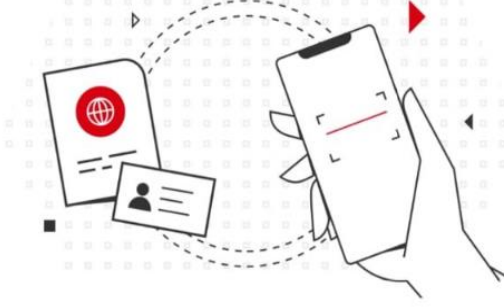
4. Select 'Identity document registered with the bank'.



Verify with ID document

Verify your identity (non-PU)

5. Please enable camera on your mobile device and tap 'Continue' to proceed.



✕

Identity Verification

HSBC Identify is a simple tool that allows you to verify your identity by providing images or videos of yourself.

Please have your identity document ready and make sure you've enabled the camera on your mobile device.

By pressing the button below to continue, you agree to provide your identity document and selfie to verify your identity through this app and you agree that we may use these files in accordance with our Privacy and Data Protection Statement.

Continue

Personal information

Verify your identity (non-PU)

6. Input your personal information, then take photos of your identity document and yourself as instructed.

Enter personal information ✕

First name (e.g. Tai Man)
Enter your first name

Last name (e.g. Chan)
Enter your last name

Date of birth (e.g. 1990/ 12/ 31)
YYYY / MM / DD

Note: Please enter the name as shown on your identity document, including any spaces.

Continue

Enter personal information ✕

Enter full name in Simplified Chinese (e.g. 陈大文)

Continue

* You will see this page if the identity document registered with the bank is HKID card or passport.

* You will see this page if the identity document registered with the bank is PRC Resident ID card.

Identity confirmation passcode

Verify your identity (non-PU)

7. After taking photo of your identity document and selfie, 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.

Verify your identity ×

1. Verify by SMS

Enter your verification code
852-6357****

Send me the verification code

Set up an Identity confirmation passcode

Verify your identity ×

1. Verify by SMS

Enter your verification code
852-6357****

Enter your verification code


● ● ● ● ● ●

The verification code will expire in 93 seconds.

Continue

Send code again (93s)

Set up an Identity confirmation passcode

 HSBC: [redacted] is your servicing request verification code. Thank you for using HSBC Business Internet Banking Service. Enquiry +852 2748 8288.

Identity confirmation passcode

Verify your identity (non-PU)

8. Set up 'Identity confirmation passcode' for retrieving your servicing request going forward.

Verify your identity ✕

Set up an Identity confirmation passcode

Important reminder: You have to use this six-digit passcode to proceed when you come back next time.

Create Identity confirmation passcode

Input passcode

Confirm Identity confirmation passcode

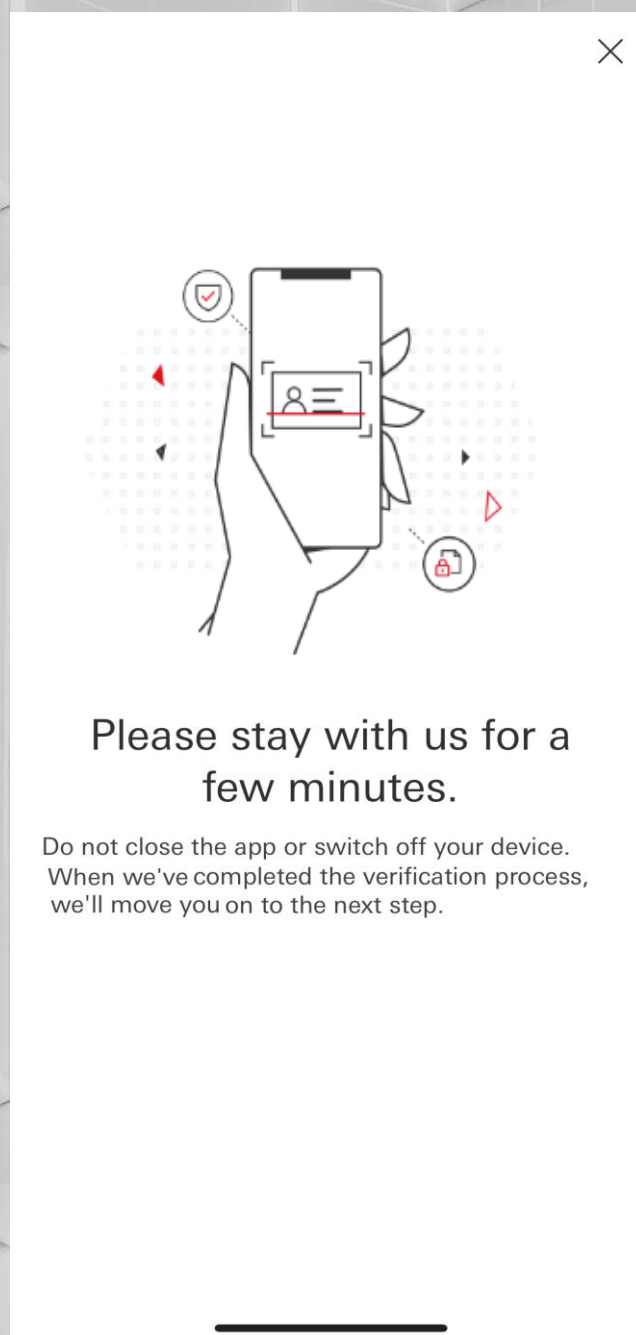
Confirm passcode

Complete

Wait for a few minutes

Verify your identity (non-PU)

9. 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.



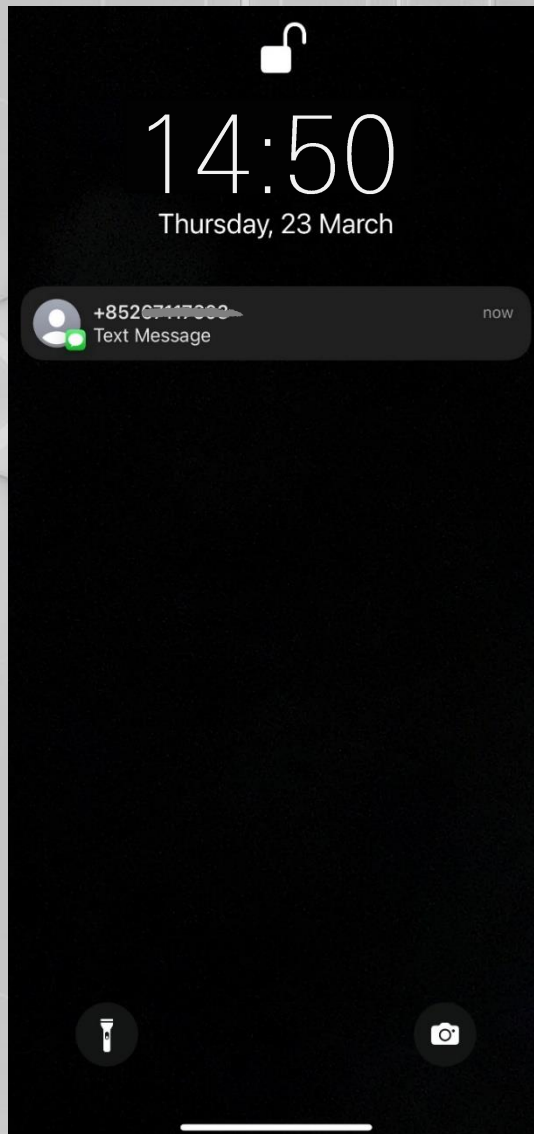
- * If the verification process hasn't been completed in a few minutes, you can leave the app and come back to complete the process when you receive the SMS.

Receive SMS

Verify your identity

Approve the request (non PU)

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



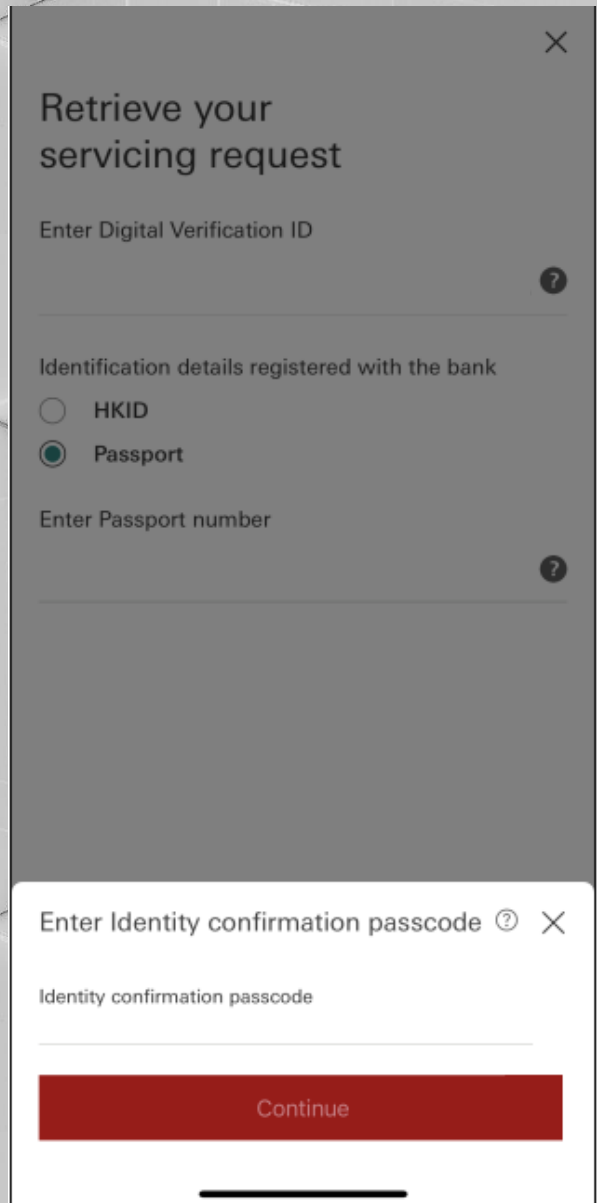
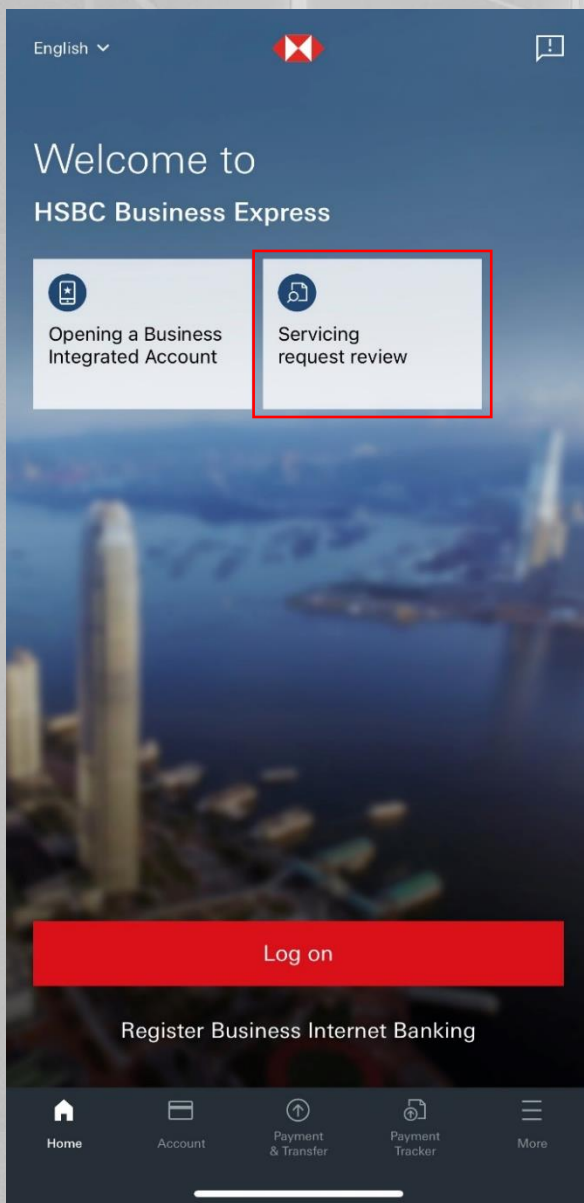
* You will receive SMS notifications when:

1. You have completed the identity verification successfully and proceed to next step for approval;
2. You have not completed the identity verification/ approval 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

Approve the request (non PU)

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 select 'Continue'.

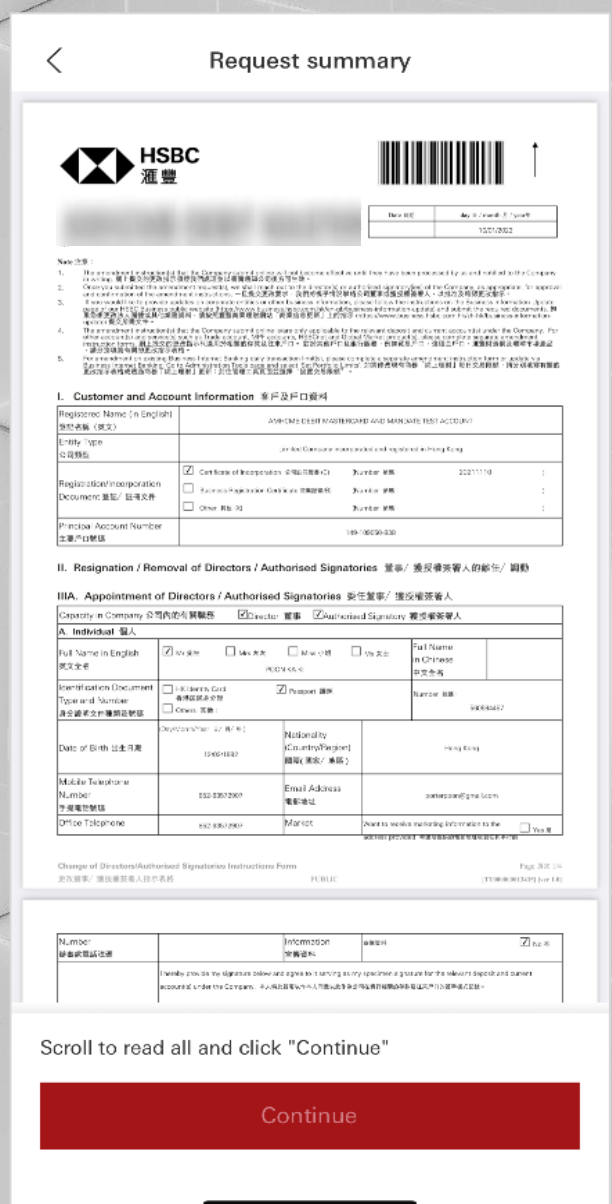
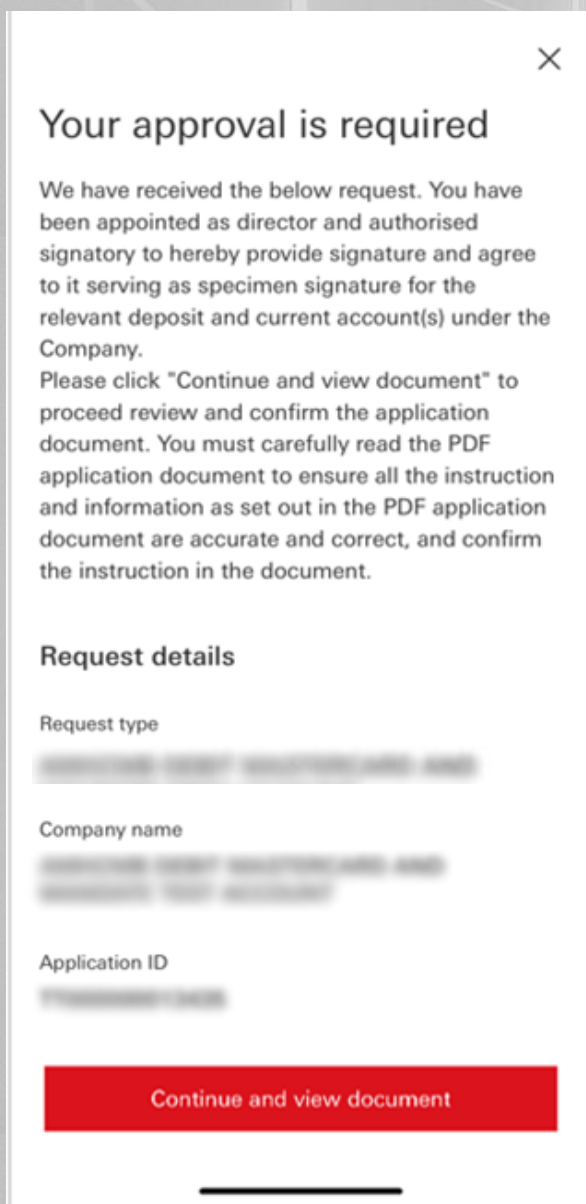


* Including the 'Verification ID' from SMS, identification details that you provided to the bank for this company account and 'Identity confirmation passcode' you have just created.

Retrieve servicing request

Approve the request (non PU)

- Your servicing request is successfully retrieved for your review. Tap 'Continue and view document' to open the request form.



* The request form would be different depending on the servicing request types.

Approve the request

Approve the request (non PU)

4. Read the request summary, declaration and certificate of due authorisation* of the application and provide your approval as instructed.

Request summary

Request type
[REDACTED]

Company name
[REDACTED]

Application ID
[REDACTED]

Requestor name
[REDACTED]

Download the application document

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Name
[REDACTED]

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Approve

Reject

* The request summary page would be different depending on the servicing request types.

Receive OTP SMS

Approve the request (non PU)

5. You will need to verify yourself by SMS. Choose 'Send me the verification code' and receive SMS with the one-time-password (OTP), input the OTP to continue.

Verify your identity ×

1. Verify by SMS

Enter your verification code
852-6357****

Send me the verification code

Set up an Identity confirmation passcode

Verify your identity ×

1. Verify by SMS

Enter your verification code
852-6357****

Enter your verification code


● ● ● ● ● ●

The verification code will expire in 93 seconds.

Continue

Send code again (93s)

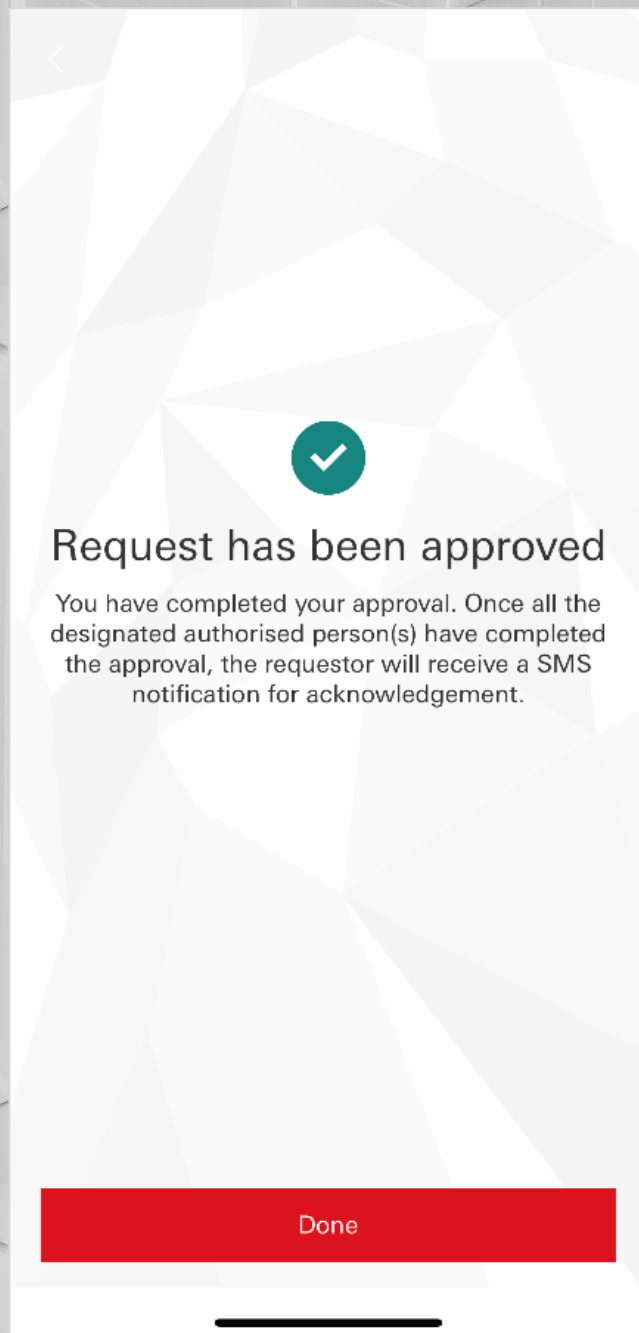
Set up an Identity confirmation passcode

 HSBC: [redacted] is your servicing request verification code. Thank you for using HSBC Business Internet Banking Service. Enquiry [+852 2748 8288](tel:+85227488288).

Completed eApproval

Approve the request (non PU)

6. Once completed the OTP verification, you have completed the eApproval successfully.



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