Latest SWIFT Standard - ISO 20022 in Business Internet Banking and the HSBC HK Business Express Mobile App

User Guide

Nov 2026

SWIFT released new requirements for TT and RTGS payments that City/Town and Country/Region will become mandatory under address fields. From November 2026, Business Internet Banking (BIB) and the HSBC HK Business Express mobile app (BizExpress) will gradually require City/Town and Country/Region in the address details for the beneficiary and the beneficiary's bank for selected TT and RTGS payment instructions.

For details, please refer to the following Frequently Asked Questions (FAQs).

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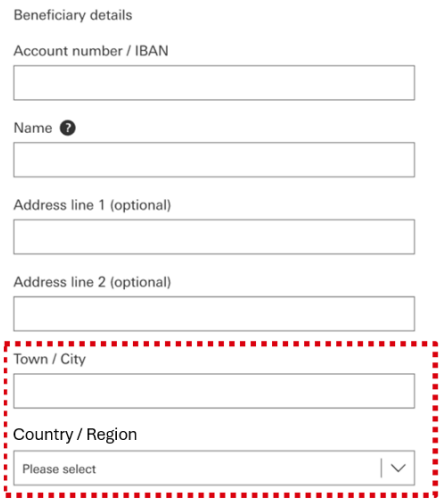
FAQs

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1. What does the latest SWIFT standard mean to me?

The changes will be rolled out in phases on BIB and BizExpress from November 2026. Once the changes are applied to your BIB profile , you will see new fields to input country/region and town/city for the beneficiary and beneficiary's bank(s) for selected payment instructions through TT and RTGS.



The system may also suggest updated names or addresses for existing contact cards that do not align with the latest SWIFT format during payment process. Please review and confirm any changes before submitting your payment.

2. When will I be notified that the latest SWIFT standard changes apply to me?

You will receive an email and notification on BIB / BizExpress when the latest SWIFT standards apply to your BIB profile.

3. When can I start updating the existing contact cards?

Once the changes are applied to your profile, you can start updating. Updates can be made on the BIB channel.

4. Is there a tool to help identify the beneficiary's town/city and country/region?

We recommend confirming these details directly with the beneficiary.

5. Why do I see suggested changes when paying to an existing beneficiary via contact card?

If the contact card was created before the SWIFT standard changes took effect, the system may suggest updated names or addresses to help ensure the beneficiary record complies with the latest requirement during payment or contact card update processes.

Please review and confirm any changes before submitting your instructions.

6. Why do I see "1/", "2/", "3/" in front of beneficiary or bank names and addresses on Payment Advices?

These are standard formatting markers used between banks to support the SWIFT standard changes. You can ignore them.

7. How do I update an existing designated beneficiary for the SWIFT standard changes, and when will the update take effect?

Once the latest SWIFT standards are applied to your BIB profile, users with payment entitlement in BIB can update the relevant beneficiary name and address fields, as well as the relevant bank address fields. These updates take effect immediately.

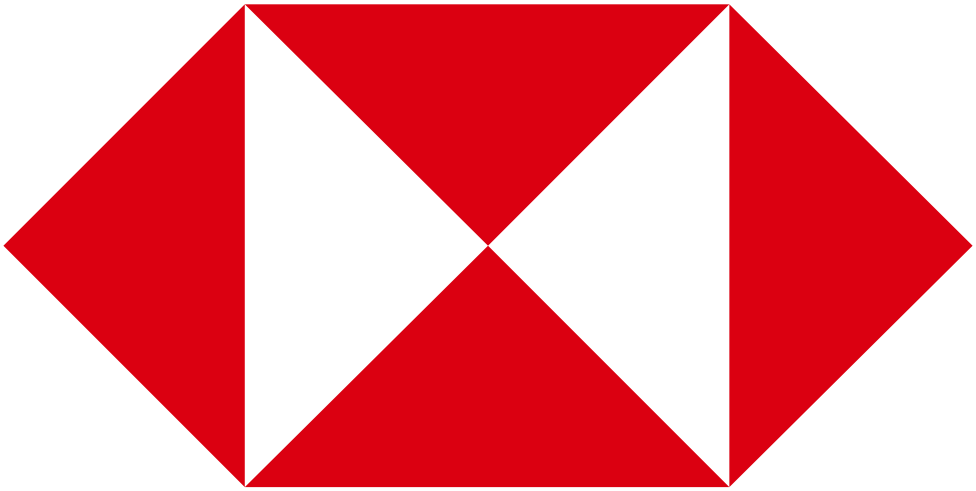
8. Why am I redirected to "Pay New Individual or Company" page when I am trying to pay to an existing beneficiary?

Once the latest SWIFT standards are applied to your BIB profile, if an existing beneficiary record does not meet the required standards, you will be redirected to the "Pay New Individual or

Company" page to update the required beneficiary and/or bank name and address details. Once you submit the payment via BIB, the related beneficiary record will be updated automatically.

9. What changes are happening for the latest SWIFT standard, and why?

SWIFT is moving the payments industry to ISO 20022, a global financial messaging standard for payment transactions in order to support greater level of efficiency and transparency in payments. As part of ISO 20022 data standardization, market infrastructures and clearing schemes are introducing new requirements for address information. A hybrid address format is being introduced, and Town/City and Country/Region will become mandatory for address information for selected TT and RTGS payments.



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