Notification Centre user guide

Get notified on important account services and transaction status



Located inside HSBC Business Internet Banking, the Notification Centre provides you with personalised notifications to meet your various business needs. Each Business Internet Banking user, no matter you are a Primary or Secondary User, is able to receive the subscribed notifications via your own preferred channel. Follow the below steps to register for Notification Centre that is provided to you with no additional cost!

Firstly, log on Business Internet Banking, go to My HSBC > Notification Centre.

	HSBC		🖪 English 🗸 ? 🧍 🔊	HSEC Last login: 11 Sep 2020 18:35 (HKT) ✓ Log off
۰	му нѕвс 🗙	Authorisations	Pending cash transactions 45 🗲	O Tips
ŵ	eStatement and eAdvice	A		Welcome to HSBC Business internet banking! This is your first step in managing your company finances with HSBC.
•	Cash Management ♀ Authorisation	HSBC AMH CMB DBB TEST ACCOUNT	1 ~	Learn more about tools for you now >
đ	Management Control Authorization	Account Last updated at 14:20 C	Balance 🕑	
ŧ	Messages	USD CombiNations Savings 002-4-654386	usd 6.25 >	< >
ĸ	Notification Centre	HKD Savings Account	21.75	Recent activity
+	Admin Tools 🗸	002-7-417914	HKD 31.75 /	Incoming funds Outgoing payments
	Activity Log FAQ	BIA023 023-092091-838 - Business Integrated Account	нкр 32,216.58	Status Live Chat



Step Select your preferred language

You can receive notifications in English or Traditional Chinese, and it will apply to all notifications. We have chosen English for you, but you can change it at any time.



Select your preferred channel for receiving Security Notifications

Security Notifications are mandatory, aiming to notify you about your designated transactions and account maintenance services completed on Business Internet Banking. Examples:

- Create Designated Beneficiaries
- Create 3rd Party Payment
- Submit autoPay Payment Instruction
- Process autoPay Payment Instruction

- Issue eCheque, Update Contact Information
- Change Notification Channel
- FPS Addressing Registration Notification (including update and cancel)

For your account security, you cannot unsubscribe security notifications, but you can choose to receive the notification via SMS (sent to the mobile number of your Business Internet Banking profile), or via WeChat if you have <u>bound your Business Internet Banking account to WeChat</u>. Although SMS is defaulted, you can come back to this page to switch to WeChat at any time.

Busines	ss Internet Banking New	HSBC Smart Solution New HSBC VisionGo					繁 筒	Log off
- 12	НЅВС		?	4 0	1 0	×		
A	му нѕвс 🗙	Notification preferences ●			Noti	fication	professore	Ø
ŵ	eStatement and eAdvice	Manage your preferences on receiving notifications about account services and transaction status at no add Your setting indicated below only applies to the notifications available in this Notification Centre You can ch settings at any time.	ditional co hange the	ost. ese	Acco	ount not	ifications	^
#	Cash Management Authorisation	Preferred language	ibe trieffi	ι.	Ac	count ov	verdrawn [New]	ø
	Management Control Authorisation	English (not applicable to WeChat) Traditional Chinese			н	(D chequ	e return [New]	۲
ė	Inbox 🗸	Security Notifications			Tran	saction	notifications	^
5	Notification Centre	Receive by			Inv	ward pay	ments	۲
⊭	Activity Log	SMS WeChat at +852-9493****			OL	itgoing p	ayments [New]	0
t	FAQ	Personalised Natifications			Inve	stment o	order confirmations	
-		Enable notifications						
		Yes No						
		Receive by						

Step 3 Set you preferences for Personalised Notification

Personalised Notifications allow you to freely subscribe, unsubscribe or re-subscribe based on your business needs.

1

Select "Yes" to enable personalised notification. If "No" is chosen, you will not be able to receive any personalised notifications even after you have subscribed to them.



Select your preferred channel

Sample notifications on available channels:





Tips:

No matter which channel you choose, you can click the "Ring bell" icon in Business Internet Banking to view the Personalised Notifications that have been issued to you (apart from Inward Payment Notifications). Please follow the below steps to select "Mobile push" on HSBC HK Business Express mobile app:



1

Scan the below QR code to download HSBC HK Business Express mobile app



App Store or Google Play[™]



Step 2

Launch the app, then go to "More > Settings/Registration > Notification Centre" to allow push notification on your mobile device.

Baidu App Centre

Step **4** Subscribe to specific **Personalised Notification**

On the menu on the top right corner, you can view the available Personalised Notifications.

•	нѕвс		🧧 English 🗸	?			*	HSBC V Last login: 11 Sep 2020 18:35 (HKT)	Log off
A	My HSBC 🗙	Notification preferences						Notification preferences	0
ŵ	eStatement and eAdvice	Manage your notification preferences on this page and let us know service and you can change these settings at any time.	w the best way to cor	ntact you	u. This is	s a free	Γ	Account notifications	^
	Cash Management ✓ Authorisation	English Traditional Chinese						Account overdrawn [New]	٢
¢	Management Control Authorisation	Security Notifications						HKD cheque return [New]	٢
tt	Messages	Receive by						Transaction notifications	^
ĸ	Notification Centre	SMS WeChat at +960.0976****						Inward payments	
	Admin Tools 🗸 🗸	at +002-3070					L	Outgoing payments [New]	٢
τ	Activity Log	Personalised Notifications						Investment order confirmations	
	FAQ	Enable notifications							

Click on the below links to learn more about each of the Personalised Notifications and how to subscribe them. More notifications will be added – please stay tuned!

Account notification	Account Overdrawn HKD Cheque Return
Transaction notification	Inward Payment Outgoing Payment

Account notification

- Account Overdrawn: Notifies you when your withdrawal exceeds the available balance in your account
- HKD Cheque Return: Notifies you when an HKD cheque deposited to your account is returned

How to subscribe

These account notifications follow the same subscription steps. Simply select "Yes" and check the box if you want the overdrawn amount shown in the notification. For HKD Cheque Return Notification, you can check the box if you want the cheque amount shown in the notification.

•X	нѕвс		🖸 English 🗸	?	•	29	×	HSBC V Last login: 11 Sep 2020 18:35 (HKT)	Log off
A	Му HSBC 🗙	Account overdrawn [New]						Notification proformance	•
ŵ	eStatement and eAdvice	Get notified when your withdrawal exceeds the available balance in Notification	n your account.					Account notifications	^
	Cash Management V Authorisation	Would you like to receive account overdrawn notifications?						Account overdrawn [New]	•
đ	Management Control	Show overdrawn amount						HKD cheque return [New]	•
ŧ	Messages				-			Transaction notifications	^
ĸ	Notification Centre				S	Save		Inward payments	

Important note

Account overdrawn

- 1. It's only applicable to the below account types with overdrawn facility:
 - Business Integrated HKD Current
 - Business Integrated HKD Savings
 - HKD Current Account
 - HKD Statement Savings Account
- 2. You will receive the notification in the morning of each day that it applies, i.e. if your account is overdrawn today, you will be notified in the morning of next business day.
- 3. We will send the notification once in each business day until the account status changed.

HKD cheque return

- 1. It's only applicable to the below account types:
 - Business Integrated HKD Current
 - Business Integrated HKD Savings
 - HKD Current Account
 - HKD Savings Account
 - HKD Statement Savings Account
- 2. You will receive notification in the same day that it applies, i.e. if a HKD cheque for your account is returned today, you will be notified within today.

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Transaction notification

- Inward Payments: Enables you to monitor all inward payments credited to your account. It can track all funds received from any international or local banks
- Outgoing Payment: Get notified when your payment via Real Time Gross Settlement (RTGS) or Telegraphic Transfer (TT) requires your further action, is unsuccessful or is complete.

Inward Payments Notification

How to subscribe

Step

Click "Add account" to select for which account(s) you would like to receive notifications. Both savings and current accounts are supported.

•*	нѕвс		-	nglish 🗸	?	•	•	*	HSBC Last login: 11 Sep 2020 18:35 (HKT)	Log off
A	Му НЅВС 🗙	Inward payment	ts notification Ø							•
ŵ	eStatement and	You will be notified when	n an inward payment is credited into your accour	it.					Notification preferences	v
_	eAdvice								Account notifications	^
	Cash Management 🗸 Authorisation	Account	Minimum payment amount (in account currency)	Show amo	unt				Account overdrawn [New]	9
ċ	Management Control		No record found						HKD cheque return [New]	0
ŧ	Authorisation	Add account							Transaction notifications	^
~	Notification Centre	Note:							Inward payments	

The accounts that you can select are the same as what you can view on Account Overview. You can specify the minimum payment amount for which you want to receive notification. For example, if you only want to be notified when a payment with over HKD100 is deposited to an HKD account, simply input "100". You can also choose to show the amount in the notification. Click 'Confirm' to save the settings.

	🕩 нѕвс		Add a	account to receive inward payment notification.	t login	HSBC 20 Mar 2020 11:18 (HKT)	Log off
A	My HSBC 🗙	Inward pay		Account	18		
ŵ	eStatement and eAdvice	You will be notifi	۲	HKD Savings Account	^	Notification preferences	•
	Cash Management ❤ Authorisation	Account	0	Business Integrated HKD Savings 002-1-123456	11	Account overdrawn [New]	S
	Management Control Authorisation		0	Business Integrated HKD Current 002-1-123456	,	HKD cheque return [New]	9
ţţ	Messages	Add accoun	Minimu	n pavment amount		Transaction notifications	^
⊵	Notification Centre	Note: 1. This alert enables	(in acco	unt currency) 100		Inward payments	•
	Admin Tools 🗸 🗸	international or lo Inward Telegre	Show a	mount		Outgoing payments [New]	S

All settings can be edited at any time. You can also remove any account if you don't want to receive the notification for that anymore.

	HSBC			🍋 English 🗸	?			×	HSBC V Last login: 11 Sep 2020 18:35 (HKT)	Log off
A	Му HSBC 🗙	Inward payments no	tification 0						Notification professores	
ŵ	eStatement and eAdvice	You will be notified when an in	ward payment is credited into your ac	count.				_	Account notifications	^
•	Cash Management 🗸 Authorisation	Your instruction has been seen as the second sec	en successfully processed						Account overdrawn [New]	٢
Ċ	Management Control Authorisation	Account	Minimum payment amount (in account currency)	Show amou	int				HKD cheque return [New]	٢
ŧ	Messages	HKD Savings Account	100	Yes		/	亩	٦	Transaction notifications	^
⊾	Notification Centre	002-1-123456				-			Inward payments	•
t	Admin Tools 🗸	Add account							Outgoing payments [New]	

Outgoing payments notification

How to subscribe

Simply select "Yes" and check the box for which payment status(es) you would like to receive notification.

	HSBC	• Englis	h 🗸	? 🦨	.	HSBC V Last login: 11 Sep 2020 18.35 (HKT)	f
A	Му HSBC 🗙	Outgoing payments [New]				Notification preferences	
ŵ	eStatement and eAdvice	Get notified when the status of your outgoing payments changes. Notification				Account notifications	
•	Cash Management ✓ Authorisation	Would you like to receive outgoing payment notifications? Yes No				Account overdrawn [New]	
ē	Management Control Authorisation	Payment Status - Action Required Payment Status - Linsurcessful				HKD cheque return [New]	
⊾	Messages	Payment Status - Completed				Inward payments	
t	Notification Centre Admin Tools				Save	Outgoing payments [New]	

Important note

- 1. We have already helped you subscribe Outgoing Payment notification and you will automatically receive the notification via your preferred channel when an outgoing payment needs your further action (e.g. deposit sufficient fund) or is unsuccessful (e.g. declined by intermediary bank). You can edit and choose for which payment status(es) you would like to receive notification. If you have not selected your preferred channel, you will receive the Outgoing Payment notification via email.
- 2. If the payment involves multiple authorizers, only the final approver of the payment will receive notifications, as per the selected payment status(es).

Investment order notification

Get notified when your stock purchase/sale orders and Unit Trusts buy/sell/switch orders are executed.

Important note

- 1. Only Primary Users can subscribe to Investment order confirmation notification
- 2. The settings for Investment order notification are independent from those for security notifications or personalised notifications.
- 3. Investment order notification will be sent via SMS only.

How to subscribe

Step 1

You can choose for which company profile you would like to receive the notifications.

	HSBC		🧧 English 🗸	?	۰	20	*	HSBC 🗸 Last login: 11 Sep 2020 18:35 (HKT)	Log off
A	My HSBC X	Investment Order Confirmation 9						Notification preferences	0
ŵ	eStatement and eAdvice	You will be notified by SMS when your investment order has been only be for the purpose of investment order confirmation notificat Company	n executed. The inform tion.	nation in	putted I	below v	vill	Account notifications	^
	Cash Management V Authorisation	HSBC AMH CMB DBB TEST ACCOUNT 1				^		Account overdrawn [New]	•
đ	Management Control Authorisation	HSBC AMH CMB DBB TEST ACCOUNT 1					_	HKD cheque return [New]	0
듁	Messages	HSBC AMH CMB DBB TEST ACCOUNT 2						Transaction notifications	^
⊾	Notification Centre	HSBC AMH CMB DBB TEST ACCOUNT 3						Inward payments	S
	Admin Tools 🗸 🗸	Mobile phone number						Outgoing payments [New]	0

Step 2

You will see some of the details of your chosen company profile. Click "Edit" to update any details or add any missing information. All information is required to proceed with the subscription.

	HSBC			English		?	۰		×	HSBC 🗸 Last login: 11 Sep 2020 18:35 (HKT)	Log off
A	Му HSBC 🗙	Investment Order Confirmatio	n Ø							Natification proformance	
ŵ	eStatement and eAdvice	You will be notified by SMS when your invest only be for the purpose of investment order of	ment order has been onfirmation notification	executed. Th on.	ie inforr	mation i	nputteo	d below	will	Account notifications	^
	Cash Management ❤ Authorisation	Company							~	Account overdrawn [New]	٢
ė	Management Control									HKD cheque return [New]	٢
ţţ	Authorisation	Company profile Preferred language for SMS/ email	Traditional Chinese							Transaction notifications	^
ĸ	Notification Centre	Accept promotional notifications	No							Inward payments	0
	Admin Tools 🗸 🗸	Mobile phone number								Outgoing payments [New]	0
τ	Activity Log	Email address	ww****@example.	com						Investment order confirmation	s
	FAQ	Edit								-	

Step 3

Please provide all information required on this form. In the example shown below, you would need to input your mobile phone number and click 'Save' to proceed. In addition, you can select 'No' if you don't accept promotional notification (including but not limited to investment products), it will not stop you from receiving Investment Order Confirmation.

	🚺 нѕвс		Edit Company Profile	HSBC 24 Mar 2020 14:20 (HKT)	
A	My HSBC 🗙	Investr	Preferred language for SMS/ email		
ŵ	eStatement and	You will be only be for	Accept promotional notifications	Notification preferences	
	Cash	Company	Ves 💿 No	Account notifications	
6	Management Authorisation	HSBC A	Mobile phone number Country or area code Phone number 852 -	HKD cheque return [New]	0
ţ	Authorisation Messages	Preferred I	Email address	Transaction notifications	^
ĸ	Notification Centre	Accept pro	ww****@example.com	Inward payments	9
+	Admin Tools 🗸 🗸	Mobile phe	Charge account (for chargeable alerts)	Outgoing payments [New]	9
0	Activity Log	Email addi	Not applicable	Investment order confirmation	ns
	FAQ	Edit			

Step 4

Click "Add account" to select for which investment account(s) you would like to receive notifications.

	HSBC		🧧 English 🗸	? 🧔	2 ×	HSBC 🗸 Last login: 11 Sep 2020 18:35 (HKT)	Log off
A	My HSBC 🗙	Accounts to receive notification					
ŵ	eStatement and eAdvice	Account Mobile phone number (SMS)					
	Cash Management 🗸 Authorisation	No record found					
¢	Management Control Authorisation	Add account					
tt	Messages						
⊾	Notification Centre	otification Centre 1. Investment order confirmation notifications are free of charge. 2. You may odd / odit / company accounts and by one uping the action by these					
t	Admin Tools V	2. Tournay and really remove accounts one-by-one using the c	action buttons.				
t	Admin Tools 🗸	 Four may add / edit / femove accounts one-uy-one using the a 	action buttons.				

Step 5

The investment accounts that you can select here are the same as what you can view on Account Overview in Business Internet Banking.

You can specify the mobile number which you want to receive notification for each investment account. For example, you can receive SMS notification at +852-98765432 for account A and +852 99887766 for account B. These mobile phone numbers can be different from the one you provided in Step 2.

	нявс		Add account	HSBC Log off
A	My HSBC 🗙	Accounts to	Add an account to receive Investment Order Confirmation.	
ŵ	eStatement and eAdvice	Account	Account	
	Cash Management V Authorisation		Business Integrated Securities Account 023-123456-838	^
	Management Control Authorisation	Add accoun	Business Integrated Securities Account 023-112233-838	
\$	Messages		Business Integrated Securities Account 023-654321-838	•
⊾	Notification Centre	Note: 1. Investment o	Mobile phone number (SMS)	
	Admin Tools 🗸 🗸	2. You may ac		
τ	Activity Log			
Priv	acy and Security Terms	of Use Hyperlink	Cancel	him

All settings can be edited at any time. You can also remove any account if you don't want to receive the notification for that anymore.

	HSBC		■ English ✔ ?	~	~ ×	HSBC V Last login: 11 Sep 2020 18:35 (HKT)	Log off
A	My HSBC 🗙	Accounts to receive notification					
۵	eStatement and eAdvice	Account	Mobile phone number (SMS)				
	Cash Management ❤ Authorisation	Business Integrated Securities Account 023-123456-838	+852-9876****	/	亩		
ġ	Management Control Authorisation	Add account					
tt.	Messages						
⊾	Notification Centre	Note:					
t	Admin Tools 🗸	 Investment order confirmation notifications are free of charge. You may add / edit / remove accounts one-by-one using the action buttons. 					
	FAQ						

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