

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.

The screenshot shows the HSBC Business Internet Banking interface. The top navigation bar includes the HSBC logo, language settings (English), and a 'Log off' button. The left sidebar contains navigation options: My HSBC (highlighted with a red box), eStatement and eAdvice, Cash Management Authorisation, Management Control Authorisation, Messages, Notification Centre (highlighted with a red box), Admin Tools, Activity Log, and FAQ. The main content area is titled 'Authorisations' and shows 'Pending cash transactions 45'. Below this is an 'Account overview' section for 'HSBC AMH CMB DBB TEST ACCOUNT 1'. It lists three accounts:

Account	Last updated at 14:20	Balance
USD CombiNations Savings 002-4-654386		USD 6.25
HKD Savings Account 002-7-417914		HKD 31.75
BIA023 023-092091-838 - Business Integrated Account		HKD 32,216.58

On the right side, there is a 'Tips' section with a welcome message and a 'Recent activity' section with tabs for 'Incoming funds' and 'Outgoing payments'. A 'Live Chat' button is visible at the bottom right.



Step 1 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.

Step 2 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 [bound your Business Internet Banking account to WeChat](#). Although SMS is defaulted, you can come back to this page to switch to WeChat at any time.

Business Internet Banking | New | HSBC Smart Solution | New | HSBC VisionGo | 繁體 | Log off

HSBC

My HSBC

eStatement and eAdvice

Cash Management Authorisation

Management Control Authorisation

Inbox

Notification Centre

Admin Tools

Activity Log

FAQ

Notification preferences

Manage your preferences on receiving notifications about account services and transaction status at no additional cost. Your setting indicated below only applies to the notifications available in this Notification Centre. You can change these settings at any time. <<Click here>> to learn more about the notifications provided in this Notification Centre and how to subscribe them.

Preferred language

English (not applicable to WeChat) Traditional Chinese

Security Notifications

Receive by

SMS WeChat

at +852-9493****

Personalised Notifications

Enable notifications

Yes No

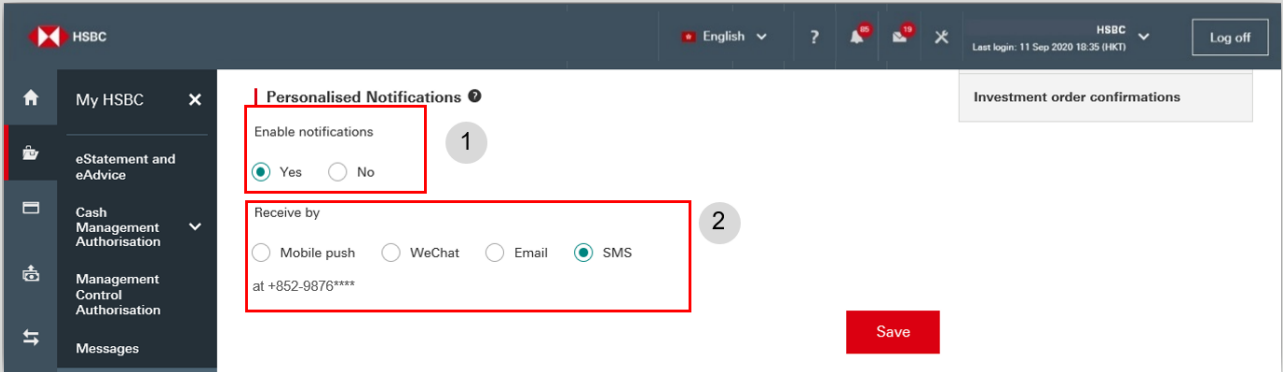
Receive by

Notification preferences	Status
Account notifications	^
Account overdrawn [New]	✓
HKD cheque return [New]	✓
Transaction notifications	^
Inward payments	✓
Outgoing payments [New]	✓
Investment order confirmations	

Step 3 Set your preferences for **Personalised Notification**


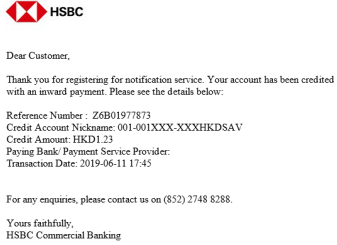
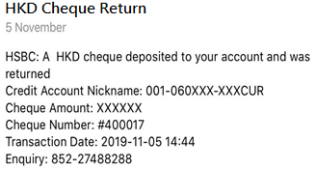
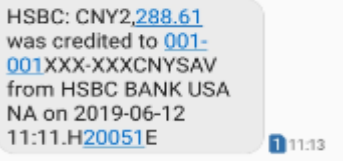
Personalised Notifications allow you to freely subscribe, unsubscribe or re-subscribe based on your business needs.

- 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.



- 2 Select your preferred channel

Sample notifications on available channels:

Mobile push via HSBC HK Business Express mobile app	Email
 <p>Note: You can view the mobile push notifications received in the last 90 days in the app.</p>	
WeChat	SMS
	



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:

Step 1 Scan the below QR code to download HSBC HK Business Express mobile app

App Store or Google Play™



Baidu App Centre



Step 2 Launch the app, then go to “More > Settings/Registration > Notification Centre” to allow push notification on your mobile device.

Step 4 Subscribe to specific **Personalised Notification**

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

The screenshot shows the HSBC notification preferences interface. The main content area is titled 'Account overdrawn [New]' and includes the instruction: 'Get notified when your withdrawal exceeds the available balance in your account.' Below this, a notification card asks 'Would you like to receive account overdrawn notifications?' with 'Yes' selected and 'No' unselected. A checkbox labeled 'Show overdrawn amount' is checked. A red box highlights the 'Yes' radio button and the 'Show overdrawn amount' checkbox. To the right, a sidebar shows 'Notification preferences' with 'Account notifications' expanded, listing 'Account overdrawn [New]' and 'HKD cheque return [New]' as active. A 'Save' button is located at the bottom right of the notification card.

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.

Transaction notification

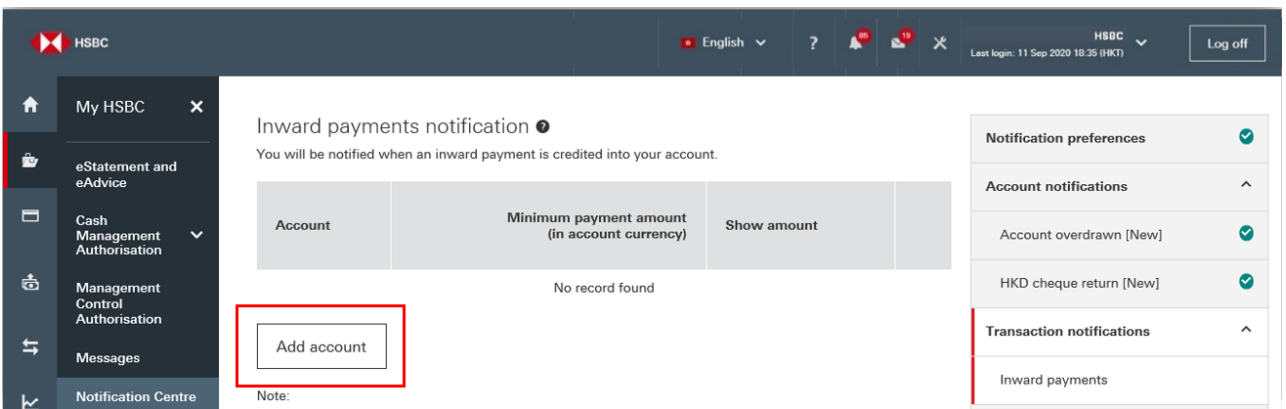
- ◆ **Inward Payments:** Enables you to monitor all inward payments credited to your account. It can track all funds received from any international or local banks
- ◆ **Outgoing Payment:** Get notified when your payment via Real Time Gross Settlement (RTGS) or Telegraphic Transfer (TT) requires your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

Inward Payments Notification

How to subscribe

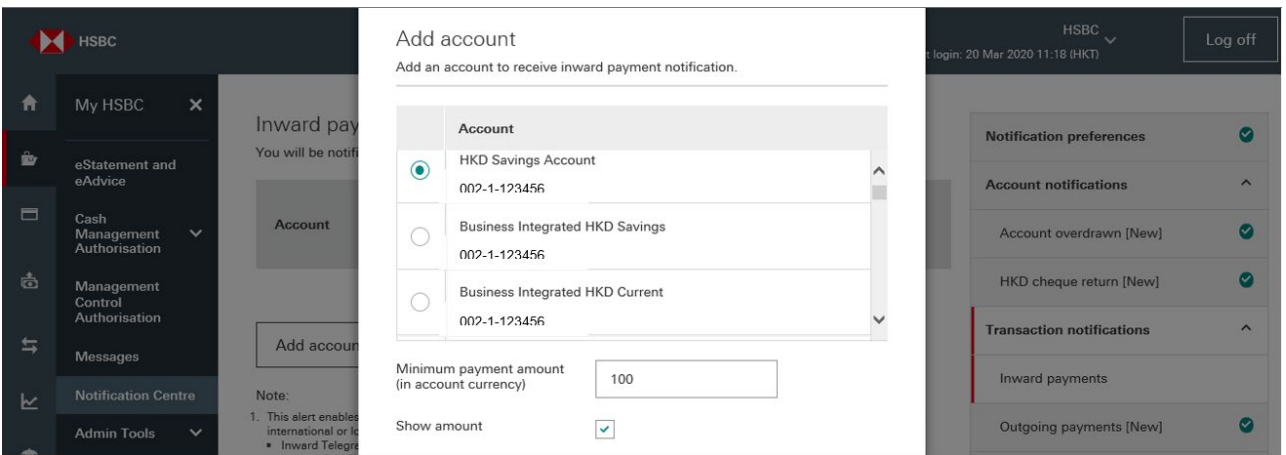
Step 1

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



Step 2

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.



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.

Inward payments notification ⓘ
You will be notified when an inward payment is credited into your account.

✔ Your instruction has been successfully processed

Account	Minimum payment amount (in account currency)	Show amount	
HKD Savings Account 002-1-123456	100	Yes	

Notification preferences ✔

Account notifications ^

- Account overdrawn [New] ✔
- HKD cheque return [New] ✔

Transaction notifications ^

- Inward payments ✔
- Outgoing payments [New] ✔

Investment order confirmations

Outgoing payments notification

How to subscribe

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

Outgoing payments [New]
Get notified when the status of your outgoing payments changes.

Notification ⓘ
Would you like to receive outgoing payment notifications?
 Yes No

- Payment Status - Action Required
- Payment Status - Unsuccessful
- Payment Status - Completed

Notification preferences ✔

Account notifications ^

- Account overdrawn [New]
- HKD cheque return [New]

Transaction notifications ^

- Inward payments
- 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

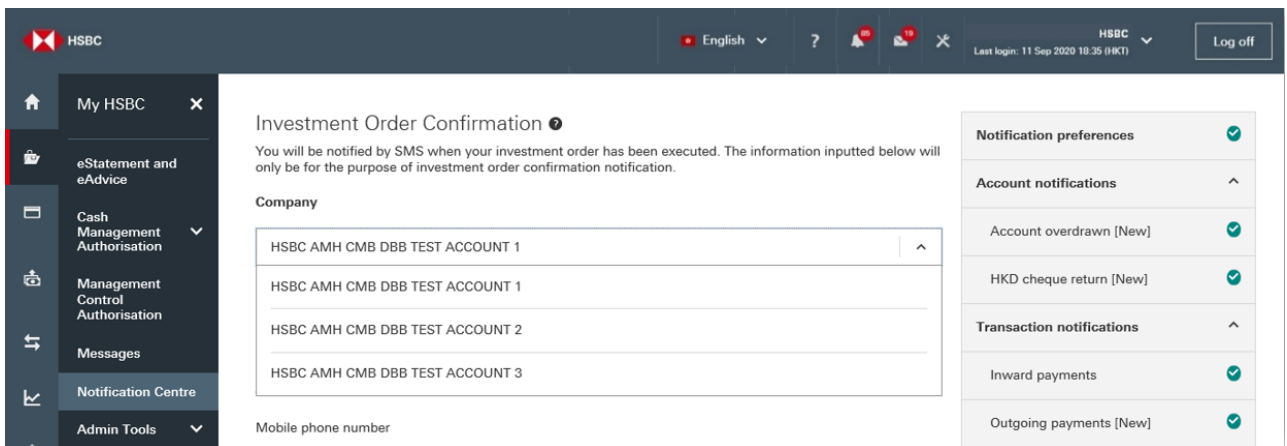
Get notified when your stock purchase/sale orders and Unit Trusts buy/sell/switch orders are executed.

Important note

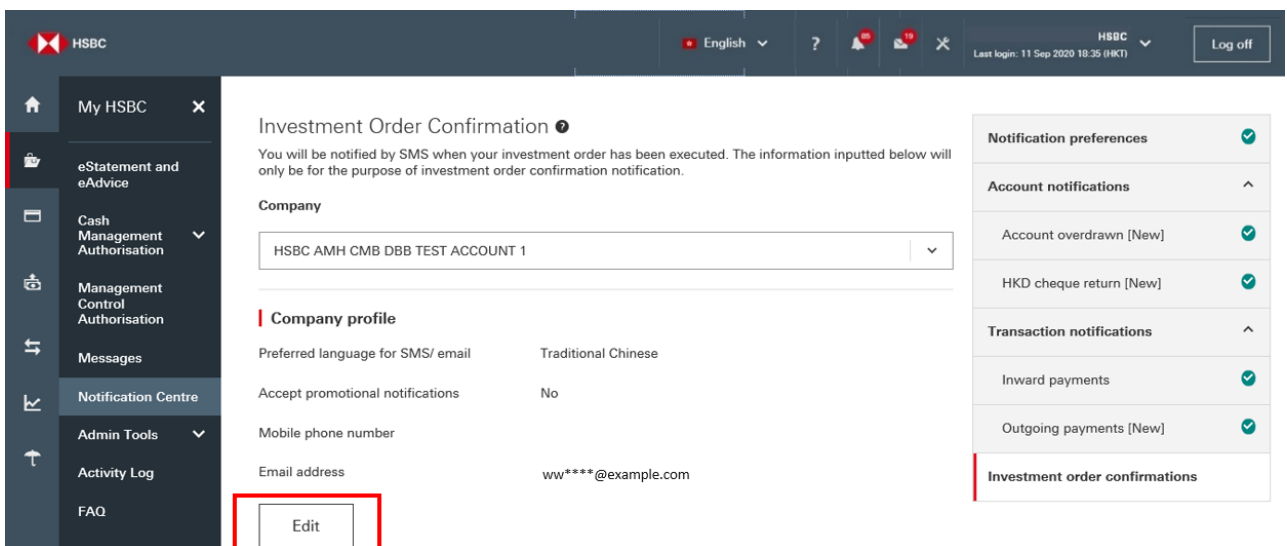
1. Only Primary Users can subscribe to Investment order confirmation notification
2. The settings for Investment order notification are independent from those for security notifications or personalised notifications.
3. Investment order notification will be sent via SMS only.

How to subscribe

Step 1 You can choose for which company profile you would like to receive the notifications.

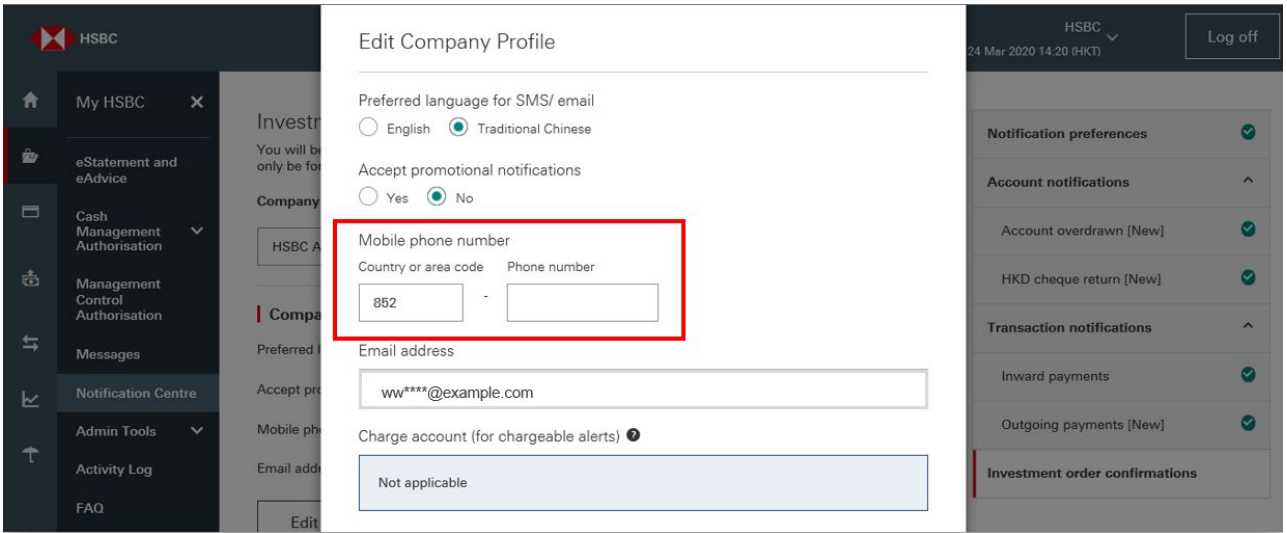


Step 2 You will see some of the details of your chosen company profile. Click "Edit" to update any details or add any missing information. All information is required to proceed with the subscription.



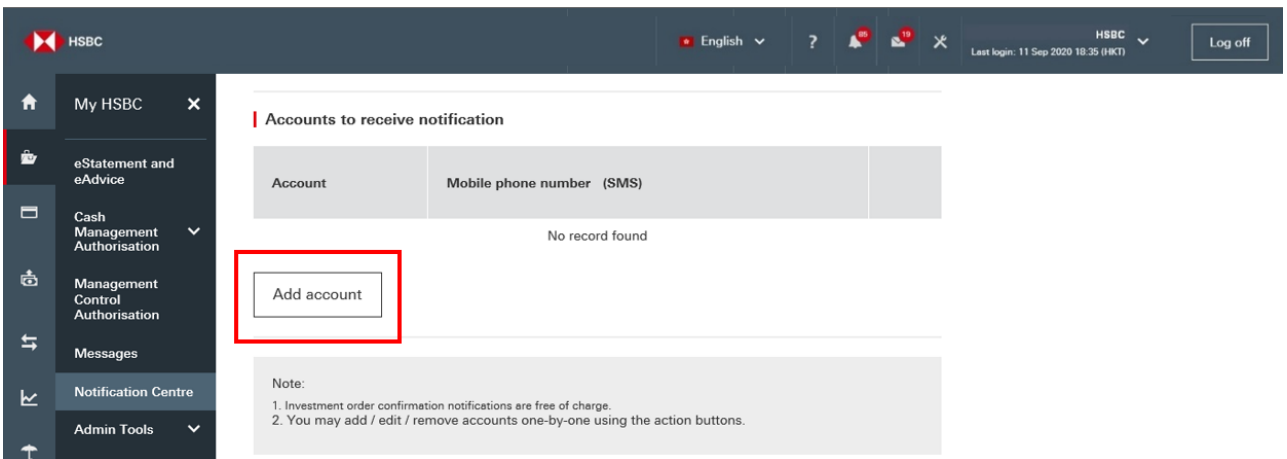
Step 3

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.



Step 4

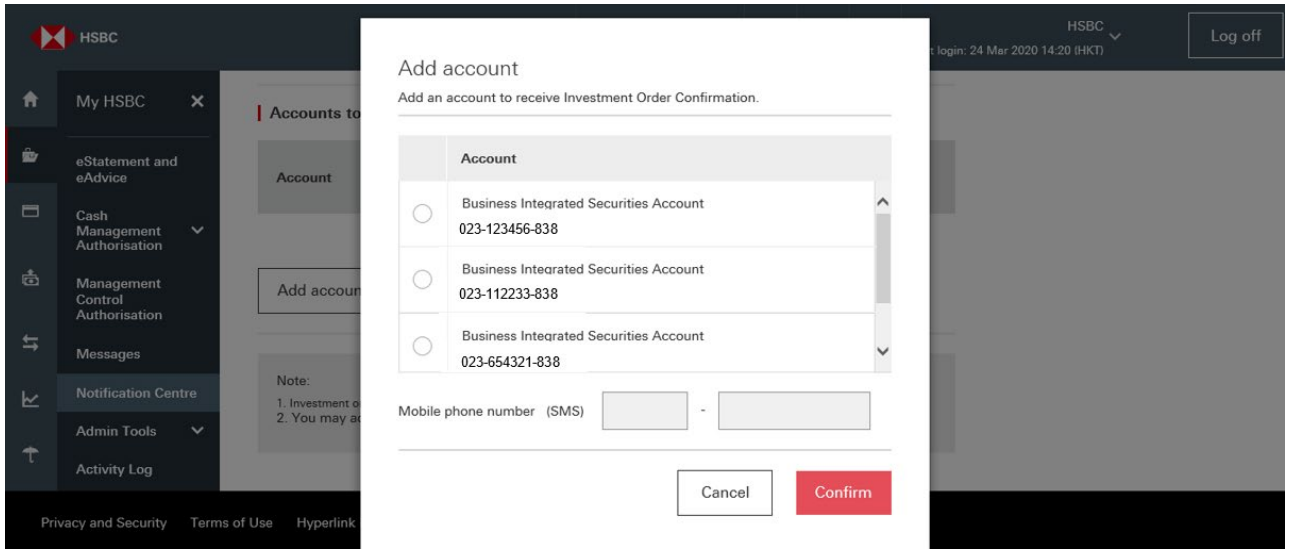
Click "Add account" to select for which investment account(s) you would like to receive notifications.



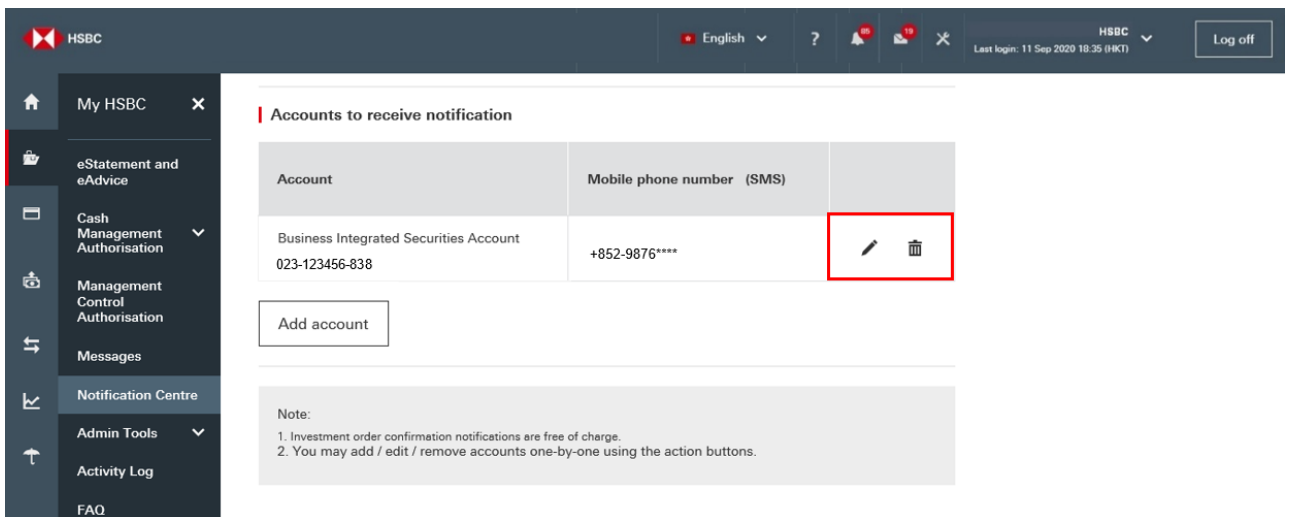
Step 5

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.



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.



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