

# HSBC HK App Year-End App Rush

Handy Step Guide

Promotional Period:  
1 November – 31 December 2023



# Table of Contents

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<b>Promotional Period and Campaign Details</b>	03
<b>Step-by-Step Mission Guide:</b>	04
1) Switch or View eStatements (i) Switch to eStatements via HSBC Online Banking <b>or</b> (ii) View eStatements via HSBC HK App	05 – 07
2) Make a transfer to others via FPS	08 – 11
3) Make a bill payment	12 – 13
4) Use Mobile Cash Withdrawal	14 – 17
5) Use Mobile Cheque Deposit	18
6) Participate in Well+	19

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# Promotional Period and Campaign Details

## Promotional Period:

1 November – 31 December 2023

## Pre-requisite:

Download and log on to HSBC HK Mobile Banking app (HSBC HK App).

For app download, please visit Apple App Store or Google Play and search “HSBC HK App”.

## How to win:

<b>Step 1: Log on to HSBC HK App monthly to win a lucky draw chance</b>	Get your 1 <sup>st</sup> lucky draw chance per month
<b>Step 2: Complete any of the following designated monthly missions to win an extra lucky draw chance:</b> 1) Switch or view eStatements 2) Make a transfer to others via FPS 3) Make a bill payment 4) Use Mobile Cash Withdrawal 5) Use Mobile Cheque Deposit 6) Participate in Well+	Get up to 4 lucky draw chances per month

- ◆ Each mission worth of 1 lucky draw chance.
- ◆ Repeated mission(s) count as 1 lucky draw chance only.
- ◆ Maximum 5 lucky draw chances in total could be earned each month and a maximum of 10 lucky draw chances could be earned in total during the promotional period.

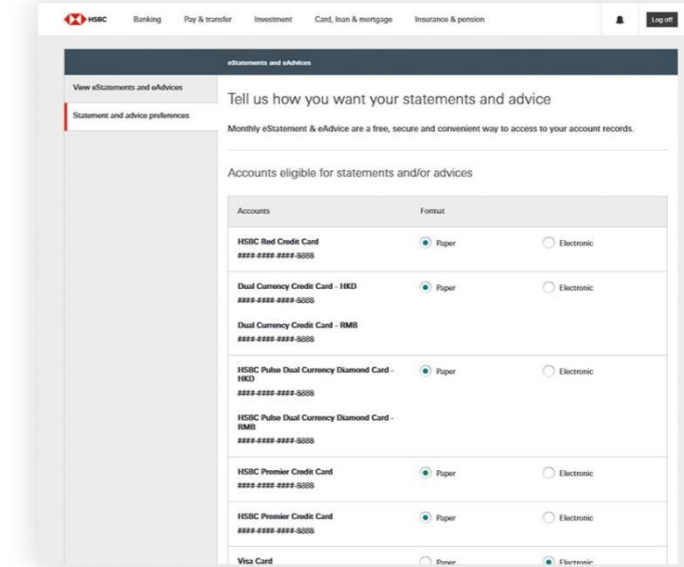
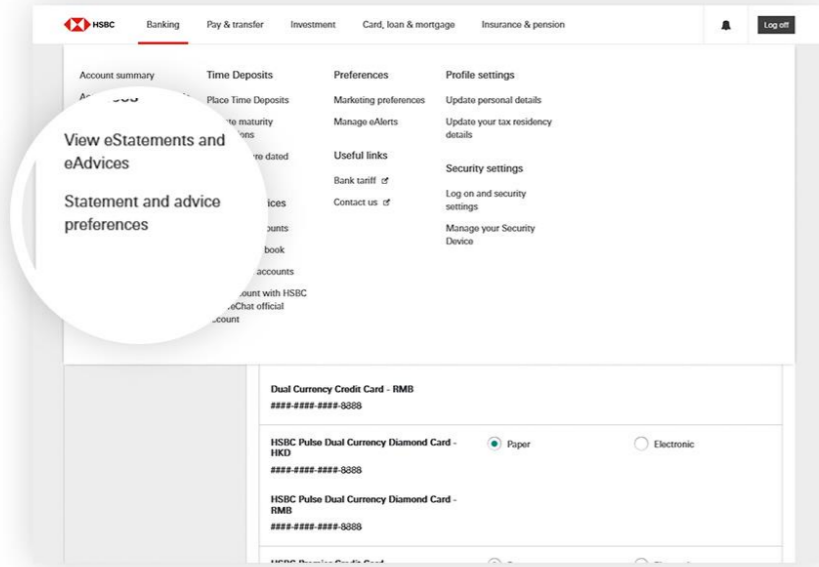
# Step-by-Step Mission Guide:

- 1) Switch or View eStatement
  - (i) Switch to eStatements via HSBC Online Banking **or**
  - (ii) View eStatements via HSBC HK App
- 2) Make a transfer to others via FPS
- 3) Make a bill payment
- 4) Use Mobile Cash Withdrawal
- 5) Use Mobile Cheque Deposit
- 6) Participate in Well+



# 1) Switch or View eStatements

## (i) Switch to eStatements via HSBC Online Banking

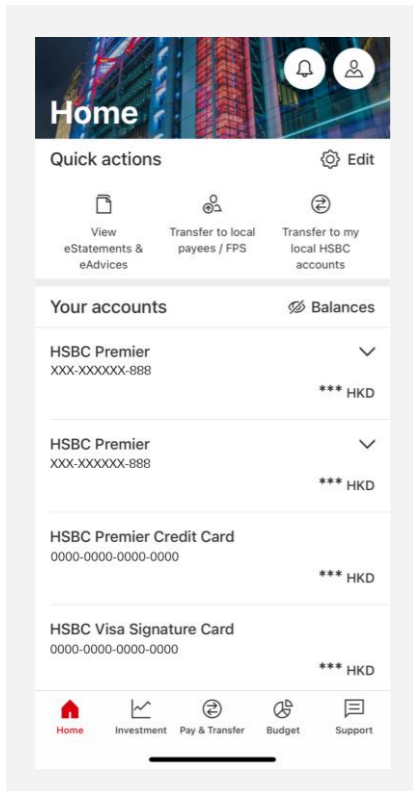


1. Log on to HSBC Online Banking. Hover over 'Banking' on the top menu. Under 'eStatements & eAdvices', select 'Statement and advice preferences'

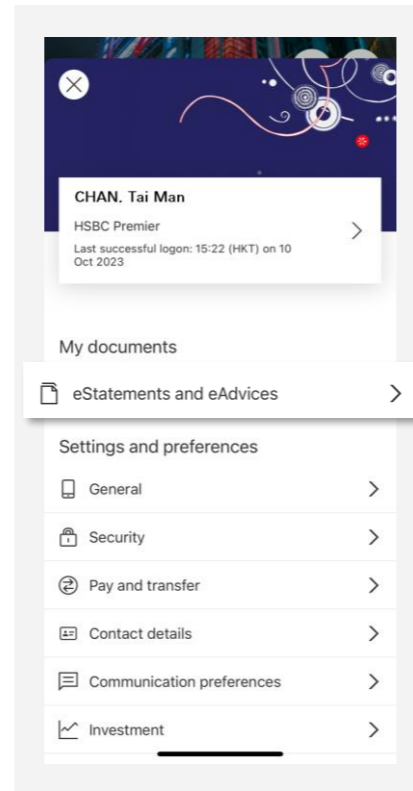
2. Switch from 'Paper' to 'Electronic', accept the T&Cs and save. You're all set

# 1) Switch or View eStatements

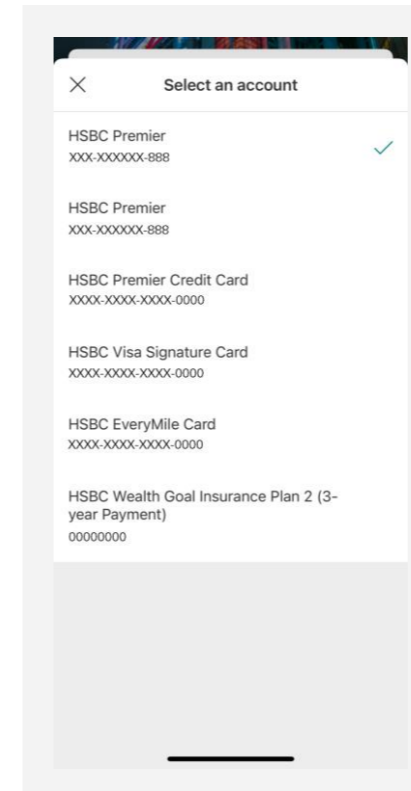
## (ii) View eStatements via HSBC HK App (1/2)



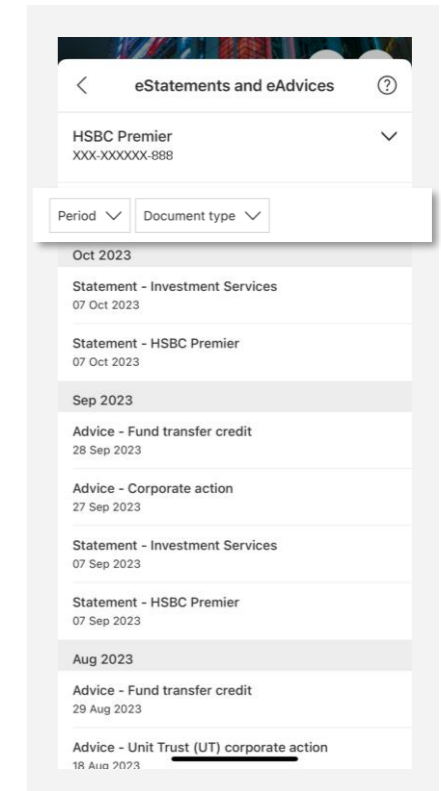
1. Tap the profile icon in the top right corner to access the Profile tab



2. Select 'eStatements and eAdvices'



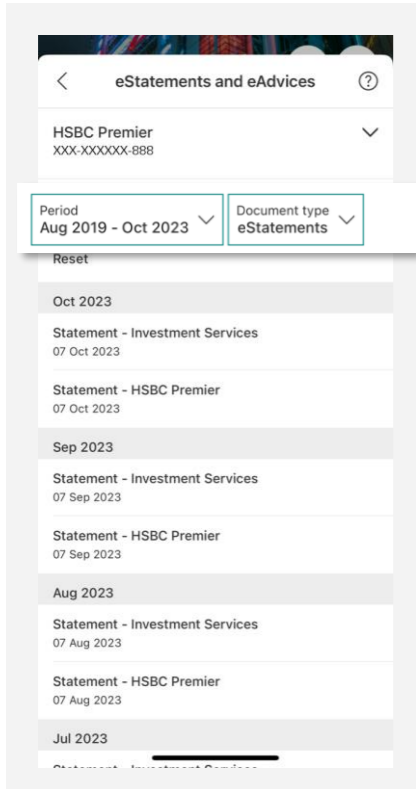
3. Choose the account for which you want to retrieve your eStatements / eAdvice



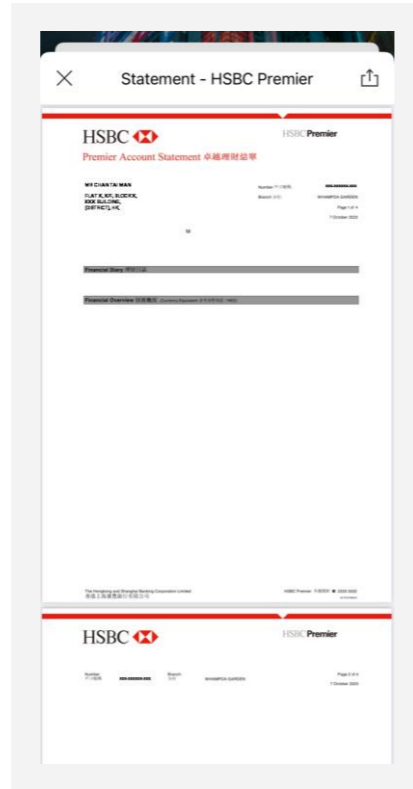
4. You can use the 'Document type' or 'Period' filters to narrow down your search results

# 1) Switch or View eStatements

## (ii) View eStatements via HSBC HK App (2/2)



5. Open the available eStatement / eAdvice from your search results



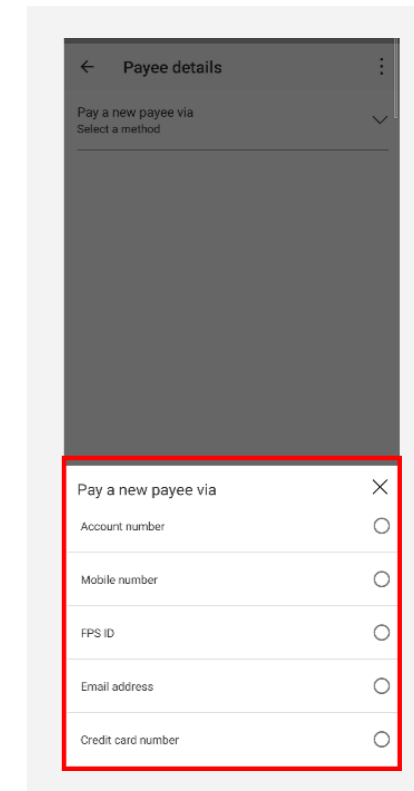
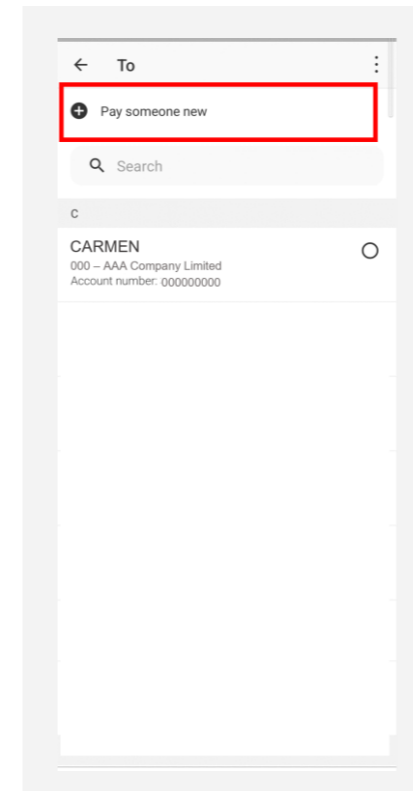
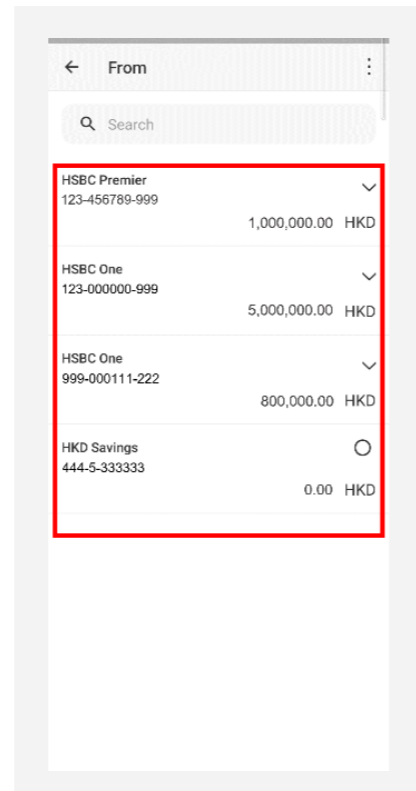
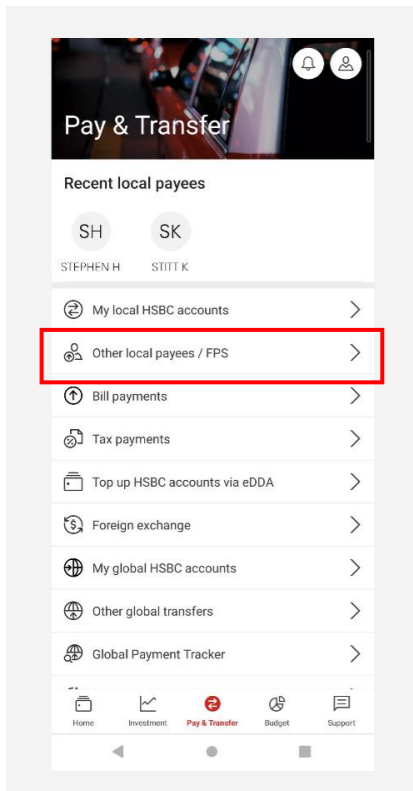
6a. (For iOS users)  
Tap the button in the top right corner and select the location you want to save the file to. Your file will be saved there once you've made your selection.

Or



6b. (For Android users)  
Tap the button in the top right corner and your file will be downloaded automatically.

## 2) Make a transfer to others via FPS: transfer from HSBC HK App home screen (1/2)



1. Tap on 'Pay & Transfer' on the bottom menu and select 'Other local payees/ FPS'

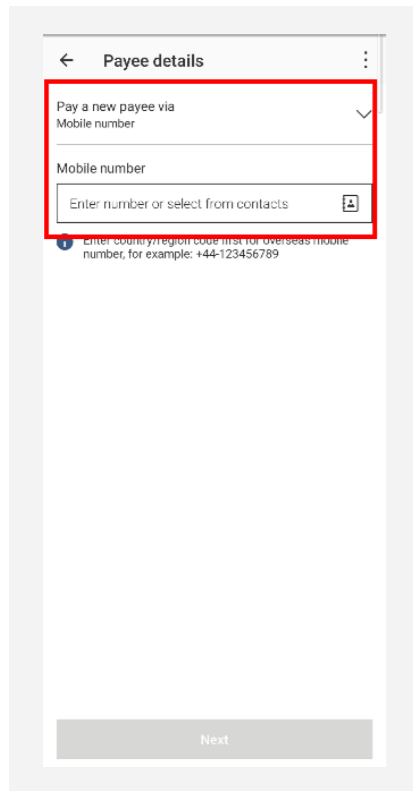
2. Choose 'From account'

3. Choose a new or existing payee

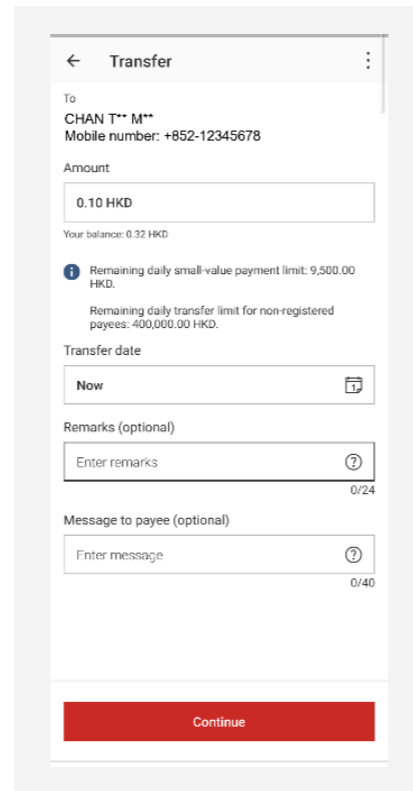
4. Select a method (skip this step if existing payee is chosen)



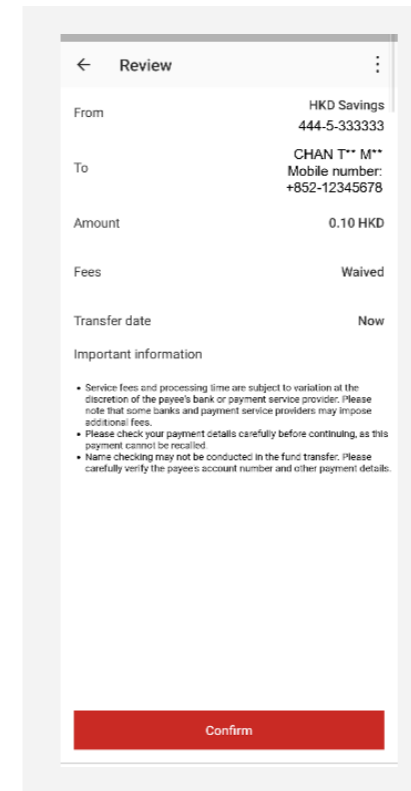
## 2) Make a transfer to others via FPS: transfer from HSBC HK App home screen (2/2)



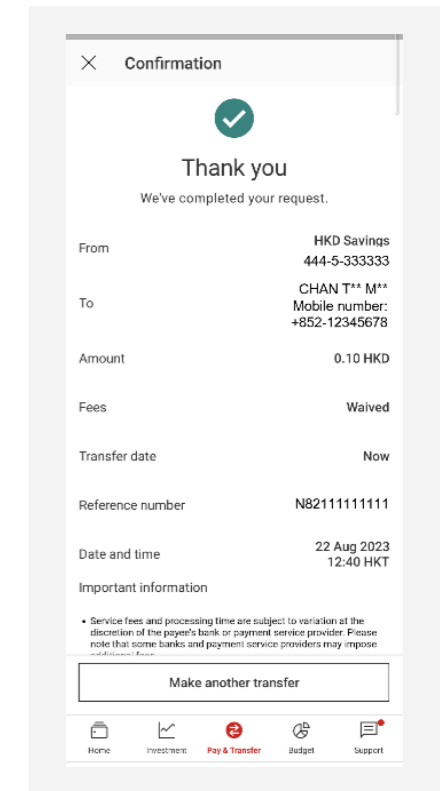
5. (If 'Mobile number' is selected) Select payee from the phone book or find the payee by entering the payee's mobile number. Then select 'Continue'



6. Input transfer details, such as payment amount and transfer date

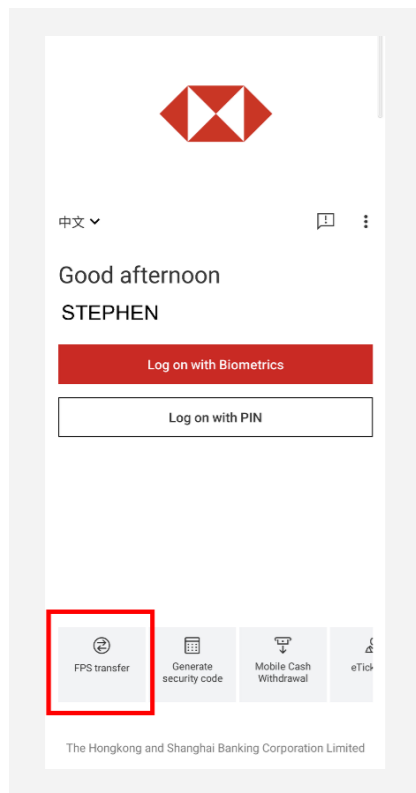


7. Verify details, further authenticate (if needed) and select 'Confirm'

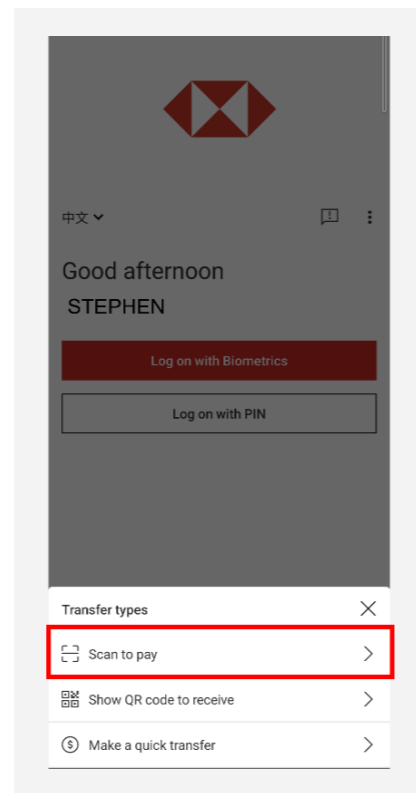


8. Your payment is completed. You will receive a notification via SMS and email

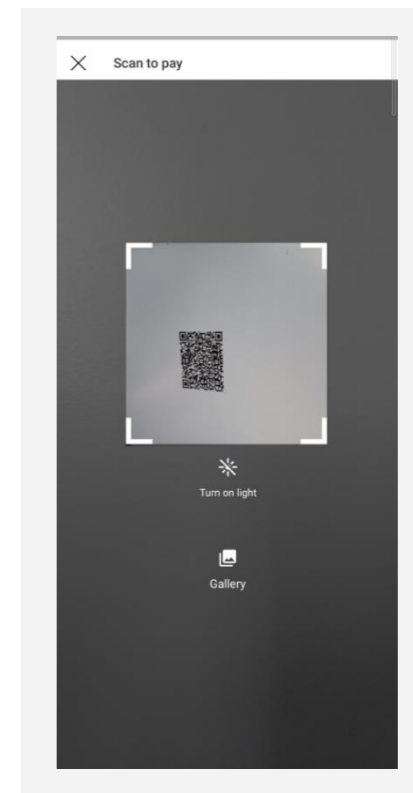
## 2) Make a transfer to others via FPS: transfer from HSBC HK App pre-log on page (1/2)



1. Select 'FPS transfer' from the bottom-left of your log on screen

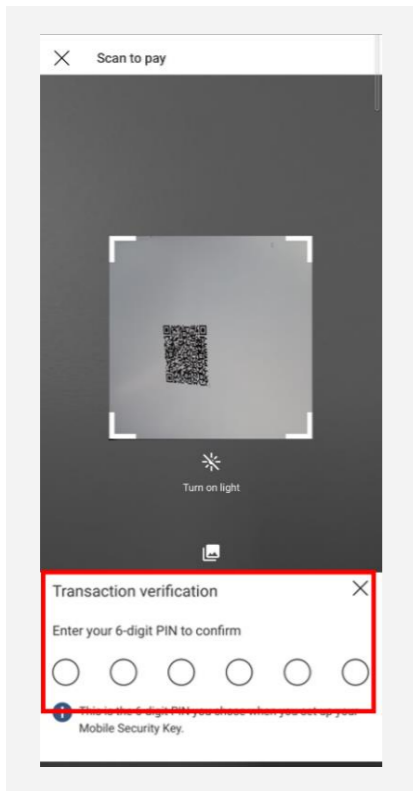


2. Select 'Scan to pay'

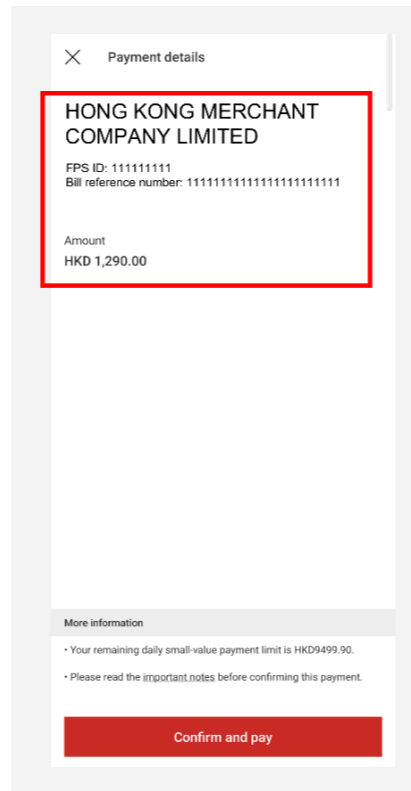


3. This will open your phone's camera. (You have to set up a default debit account and a small-value payment limit before you can use this function.) Hold your device over the payee's QR code. Make sure their code is clearly visible and aligned with the square on your screen. You can also pay someone by using a previously saved image of a QR code

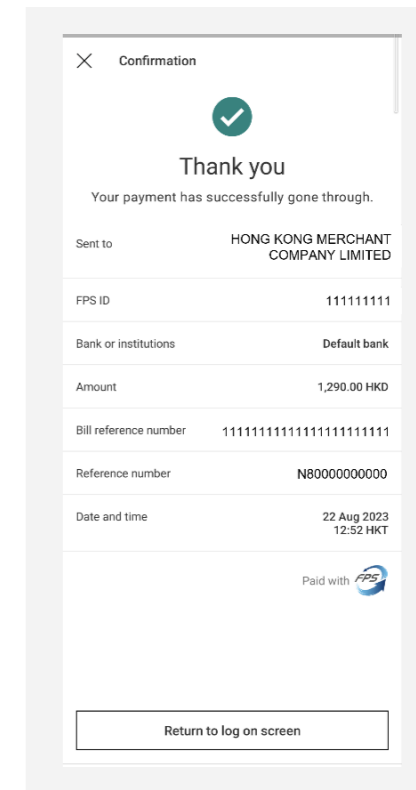
## 2) Make a transfer to others via FPS: transfer from HSBC HK App pre-log on page (2/2)



4. Enter your 6-digit Mobile Banking PIN or biometric authentication to verify your identity and proceed with the payment.



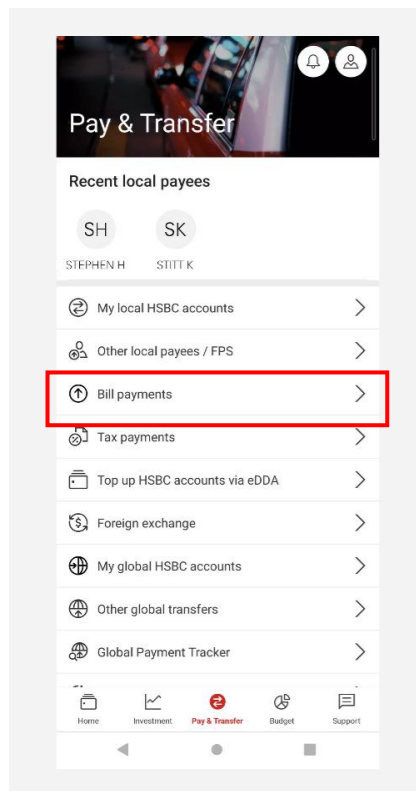
5. Enter the amount. If the QR code has an embedded amount, you won't have to enter anything here. If the payee's name and the transaction details are correct, select 'Confirm and pay' to complete the transaction.



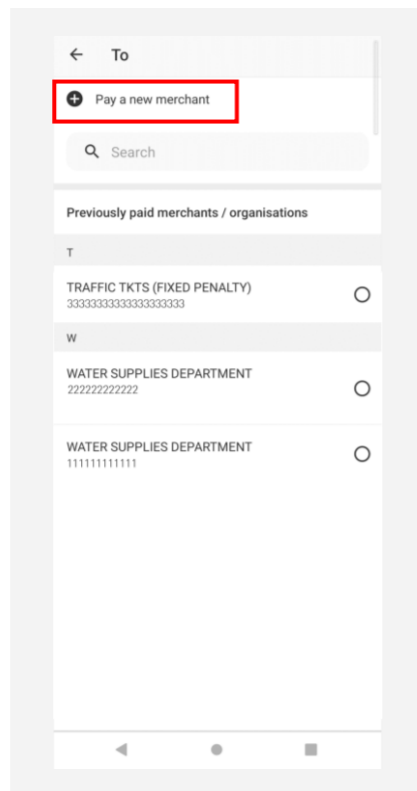
6. Your payment is completed. You will receive a notification via SMS and email.

### 3) Make a bill payment: transfer from HSBC HK App home screen (1/2)

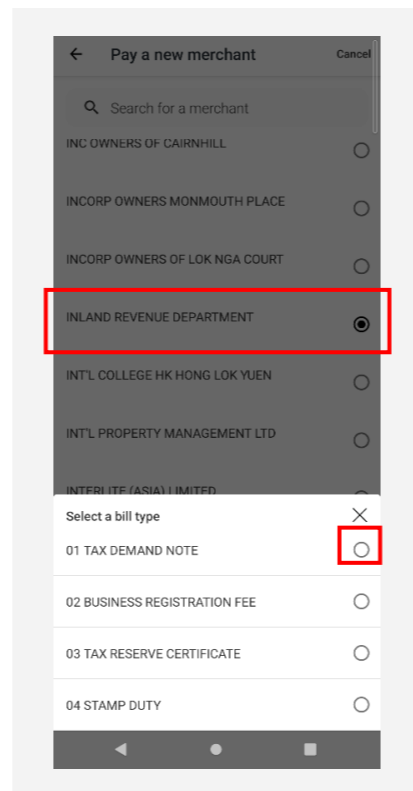
(i) To pay a new bill



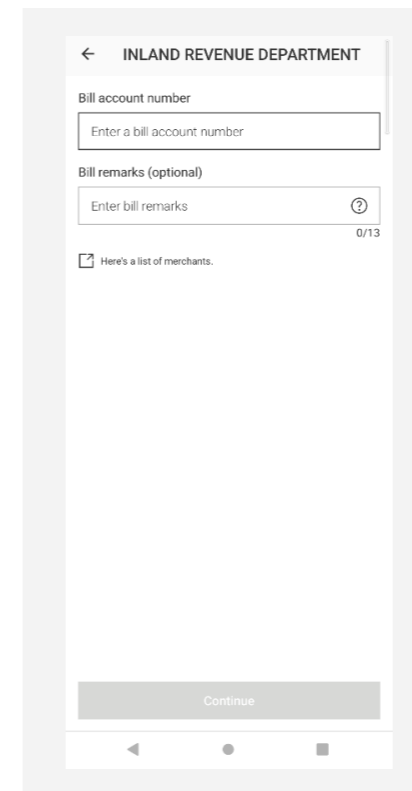
1. Tap on 'Pay & Transfer' on the bottom menu and select 'Bill payments'



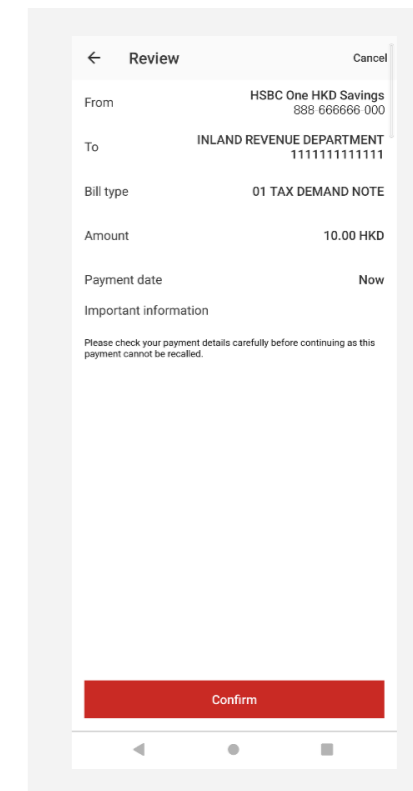
2. Select 'Pay a new merchant'



3. Choose a merchant and select a bill type (if applicable)



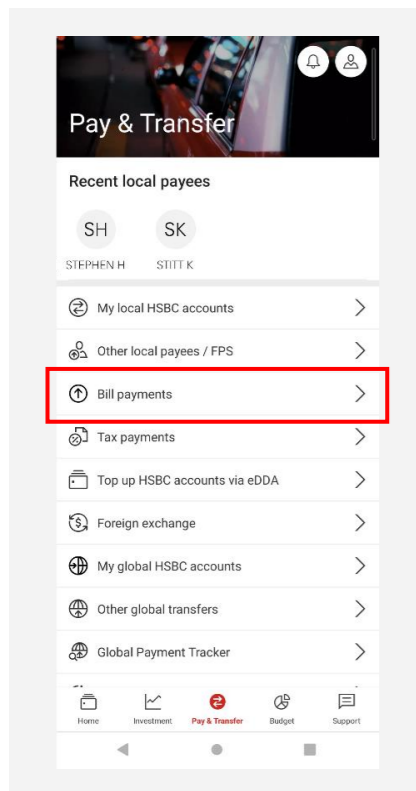
4. Enter the 'Bill payee account number'



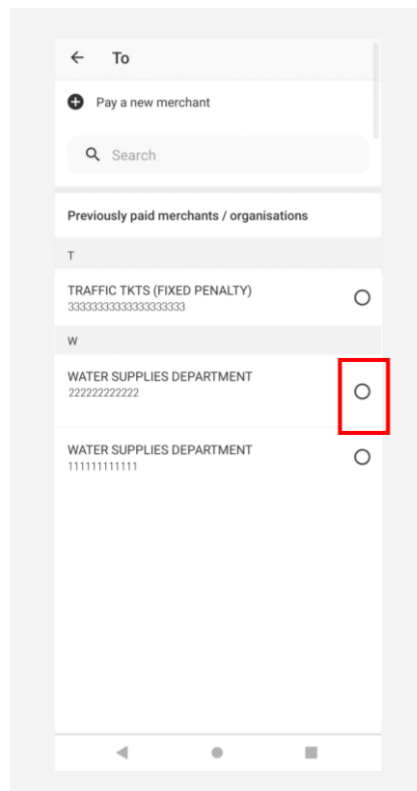
5. Choose 'From account' and input payment details to proceed

### 3) Make a bill payment: transfer from HSBC HK App home screen (2/2)

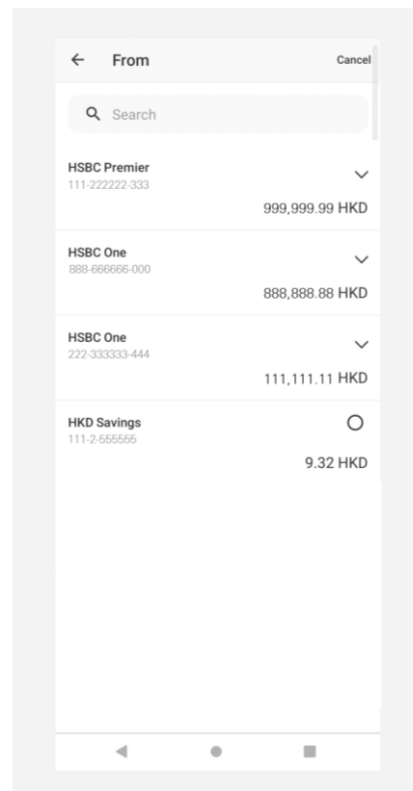
(ii) To pay a merchant you've paid before



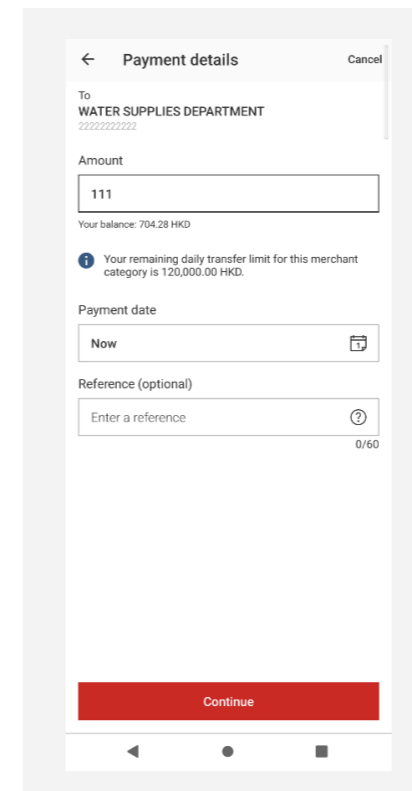
1. Tap on 'Pay & Transfer' on the bottom menu and select 'Bill payments'



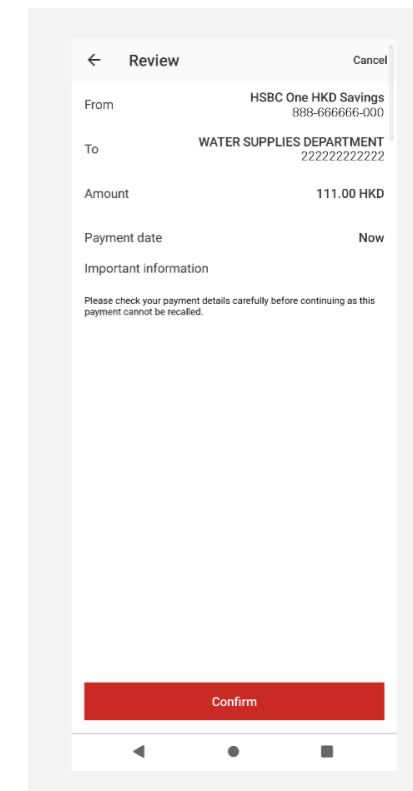
2. Select the merchant from your merchant list and choose the bill type (if applicable)



3. Select 'From' account

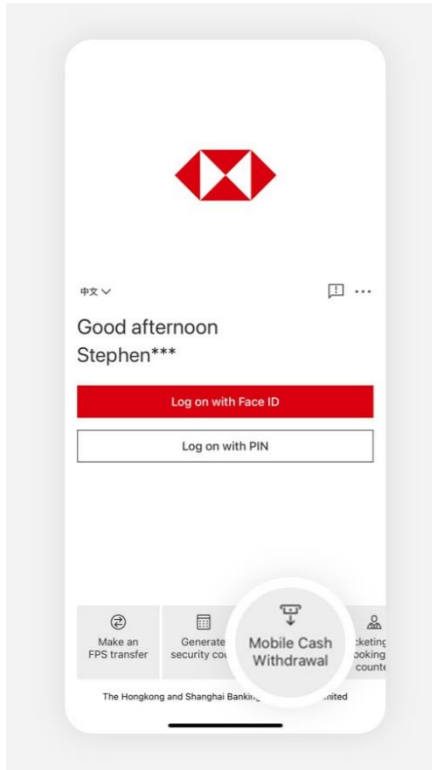


4. Input payment details

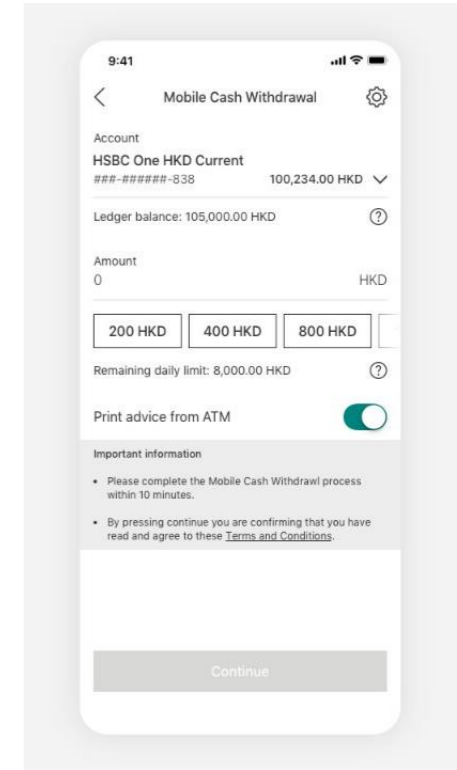
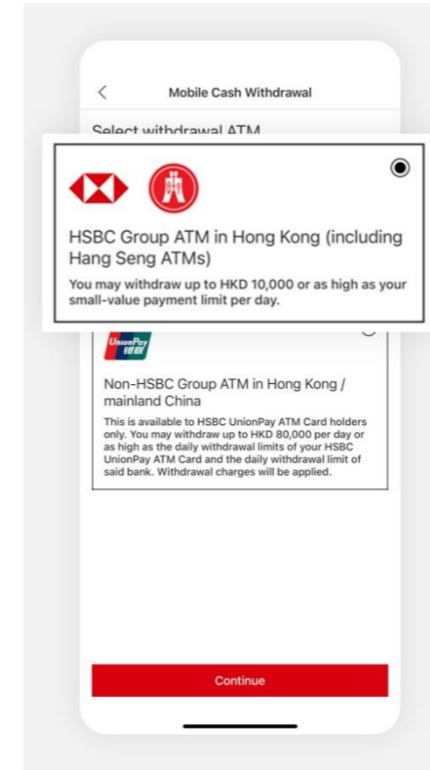
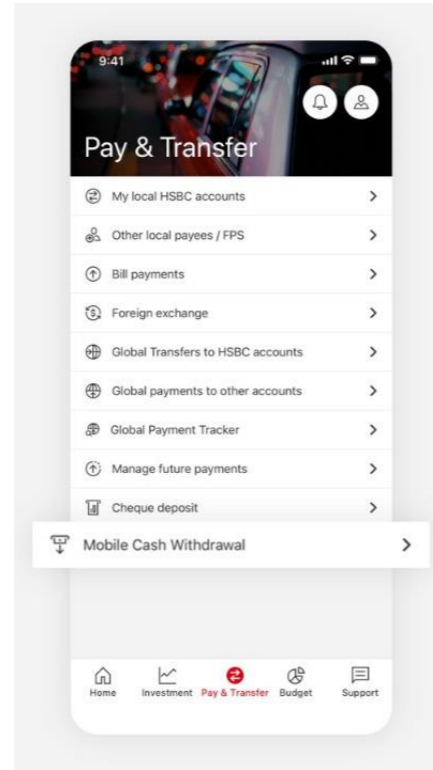


5. Review payment details and proceed

## 4) Use Mobile Cash Withdrawal: Withdraw from HSBC Group ATMs (1/2)



Or



1A. (Before you log on to the HSBC HK App)  
Select 'Mobile Cash Withdrawal' directly from the bottom of your log on screen

1B. (If you have logged on to the HSBC HK App)  
Go to 'Pay & Transfer'. You can also stay on 'Home' and scroll down to 'Explore products and services', to find Mobile Cash Withdrawal

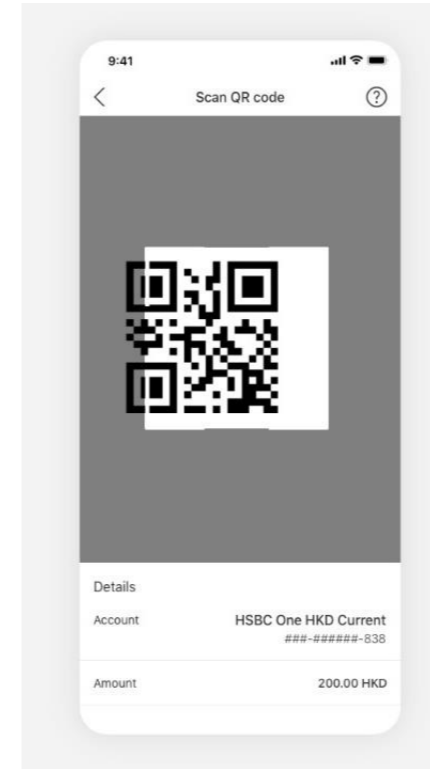
2. Select 'HSBC Group ATM in Hong Kong (including Hang Seng ATMs)

3. Choose the account you want to withdraw from and enter the amount. Need to make a change? You can come back to this screen to edit your instructions

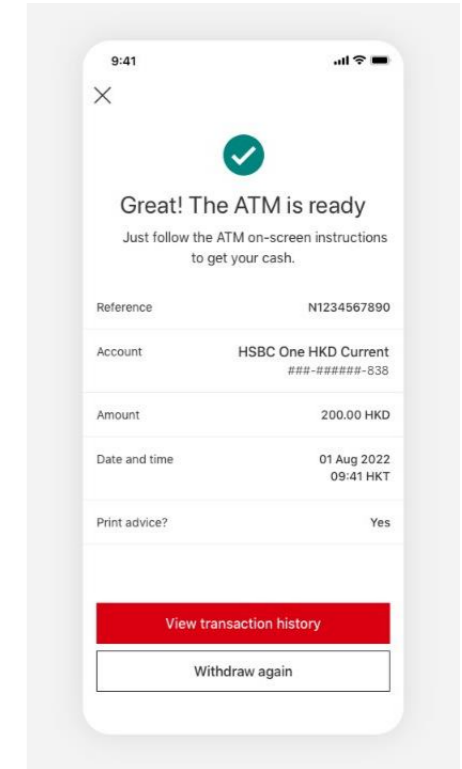
## 4) Use Mobile Cash Withdrawal: Withdraw from HSBC Group ATMs (2/2)



4. Simply press the 'Mobile Cash Withdrawal' button on the ATM to generate a QR code

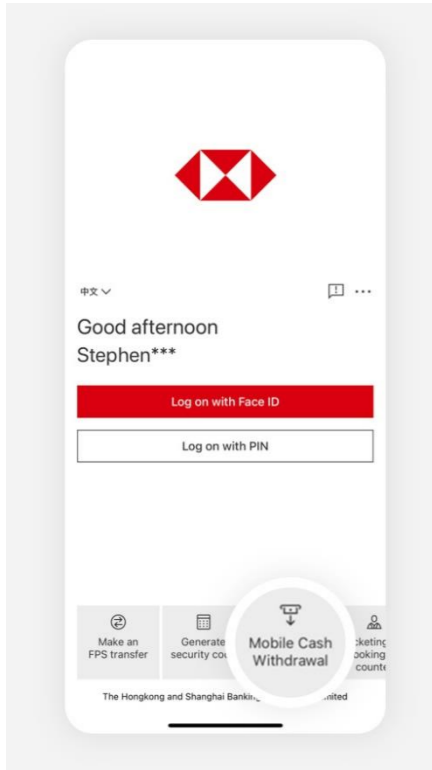


5. Use your mobile device to scan the QR code on the ATM screen

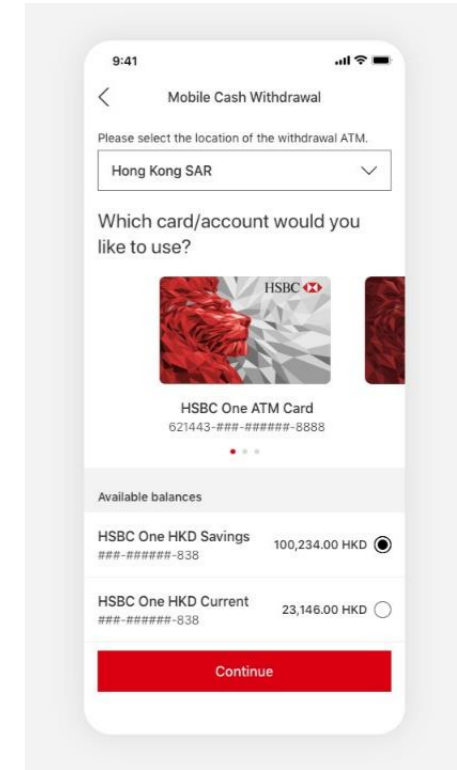
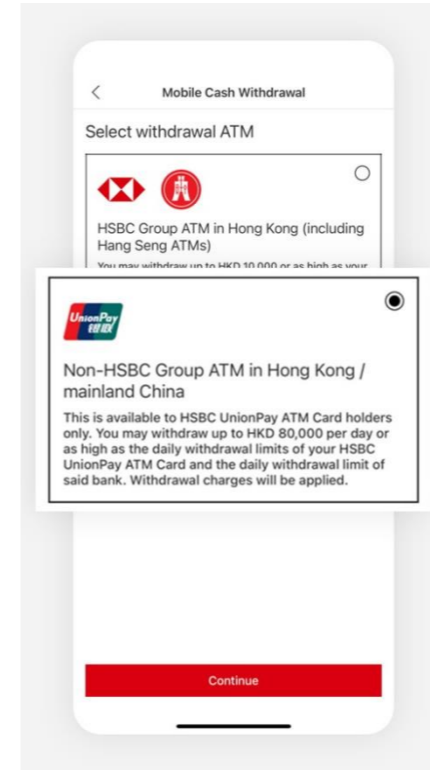
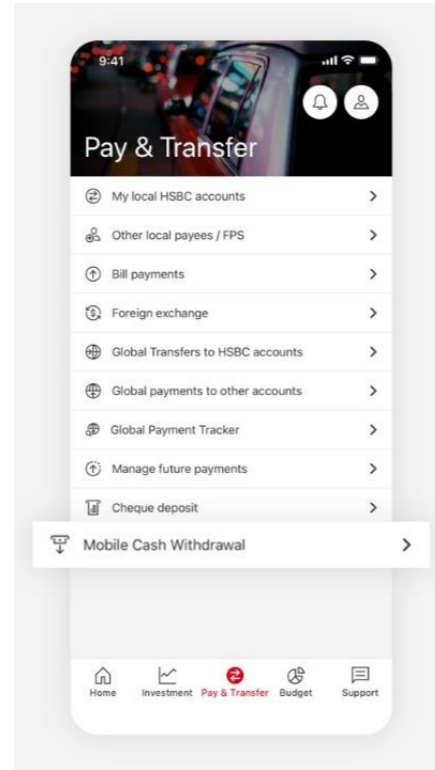


6. Follow the steps on the ATM screen and you're all set

## 4) Use Mobile Cash Withdrawal: Withdraw from non-HSBC Group ATMs (1/2)



Or



1A. (Before you log on to the HSBC HK App)  
Select 'Mobile Cash Withdrawal' directly from the bottom of your log on screen

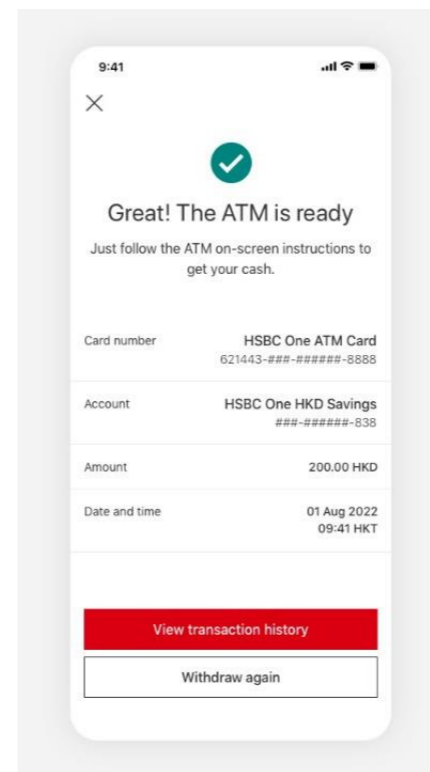
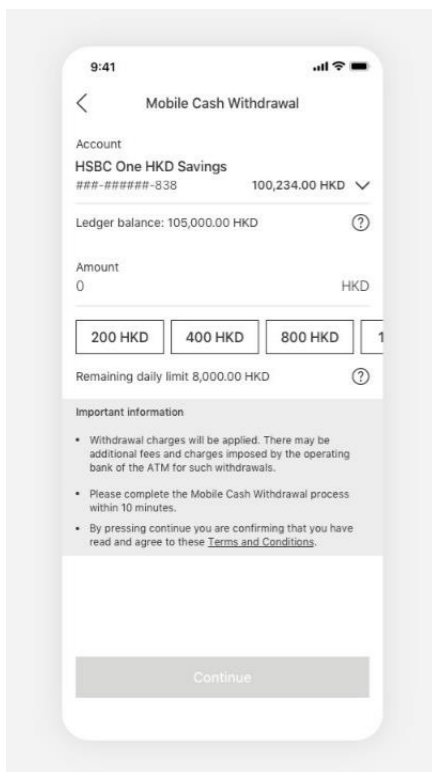
1B. (If you have logged on to the HSBC HK App)  
Go to 'Pay & Transfer'. You can also stay on 'Home' and scroll down to 'Explore products and services', to find Mobile Cash Withdrawal

2. Select 'Non-HSBC Group ATM in Hong Kong/China' to withdraw via a UnionPay network ATM

3. Choose the location of the ATM you want to make the withdrawal from, and select the HSBC UnionPay ATM Card and the account you want to withdraw from



## 4) Use Mobile Cash Withdrawal: Withdraw from non-HSBC Group ATMs (2/2)

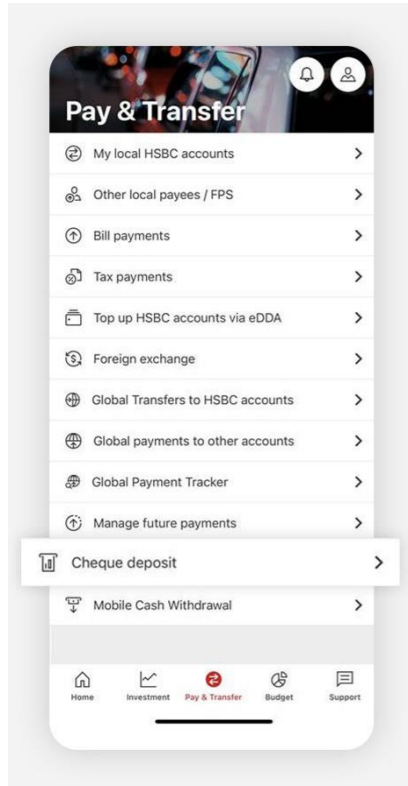


4. Enter the amount you want to withdraw. Withdrawing RMB? Remember to set your overseas withdrawal limit for your HSBC UnionPay ATM Card before you travel to mainland China

5. Select 'UnionPay QRC Withdrawal' on the ATM to generate a QR code on the ATM screen and use your mobile device to scan it

6. Follow the steps on the ATM screen and you're all set

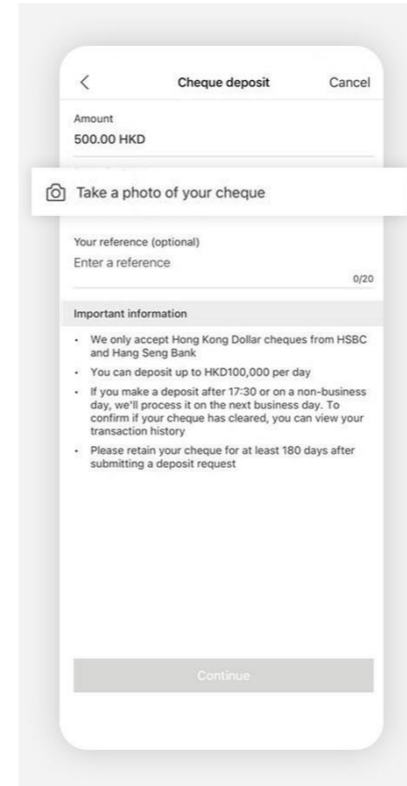
## 5) Use Mobile Cheque Deposit



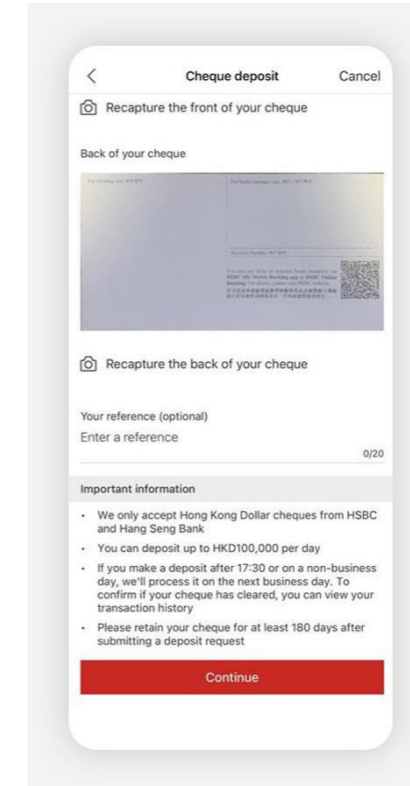
1. Select 'Pay & Transfer' at the bottom of the screen and select 'Cheque deposit'



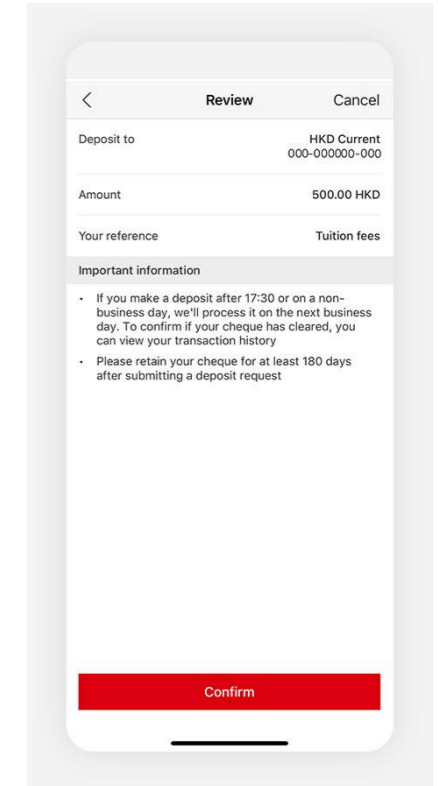
2. Select your preferred account for the cheque deposit



3. Enter the cheque amount, then select 'Take a photo of your cheque'. Make sure you take a picture of both the front and back of your cheque

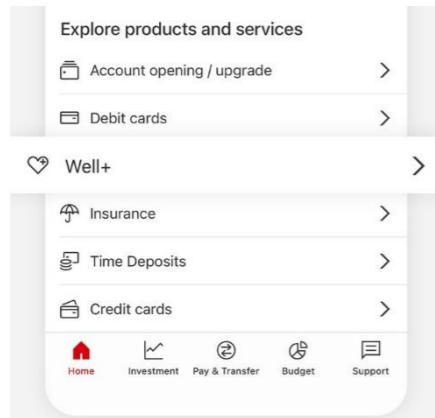


4. Select 'Continue' and review your transaction information

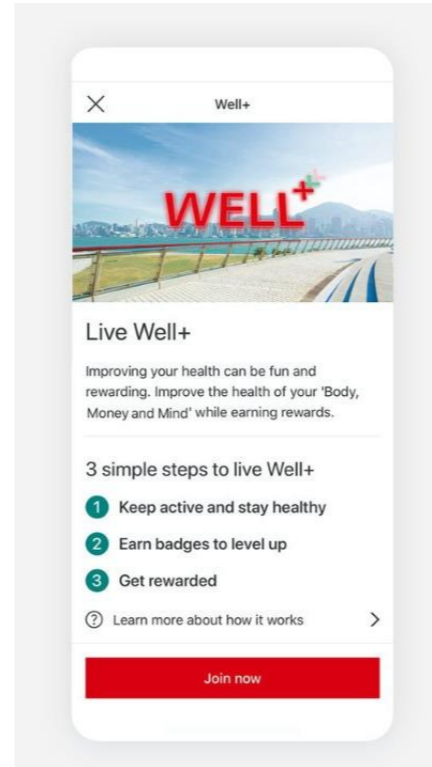


5. Select 'Confirm' to submit your cheque deposit request

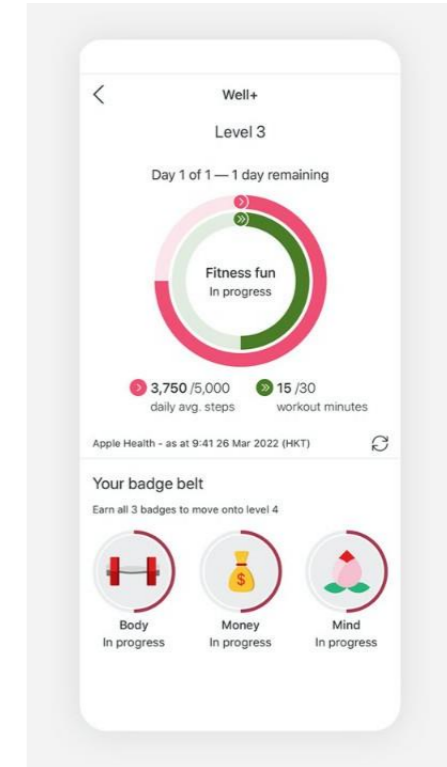
## 6) Participate in Well+



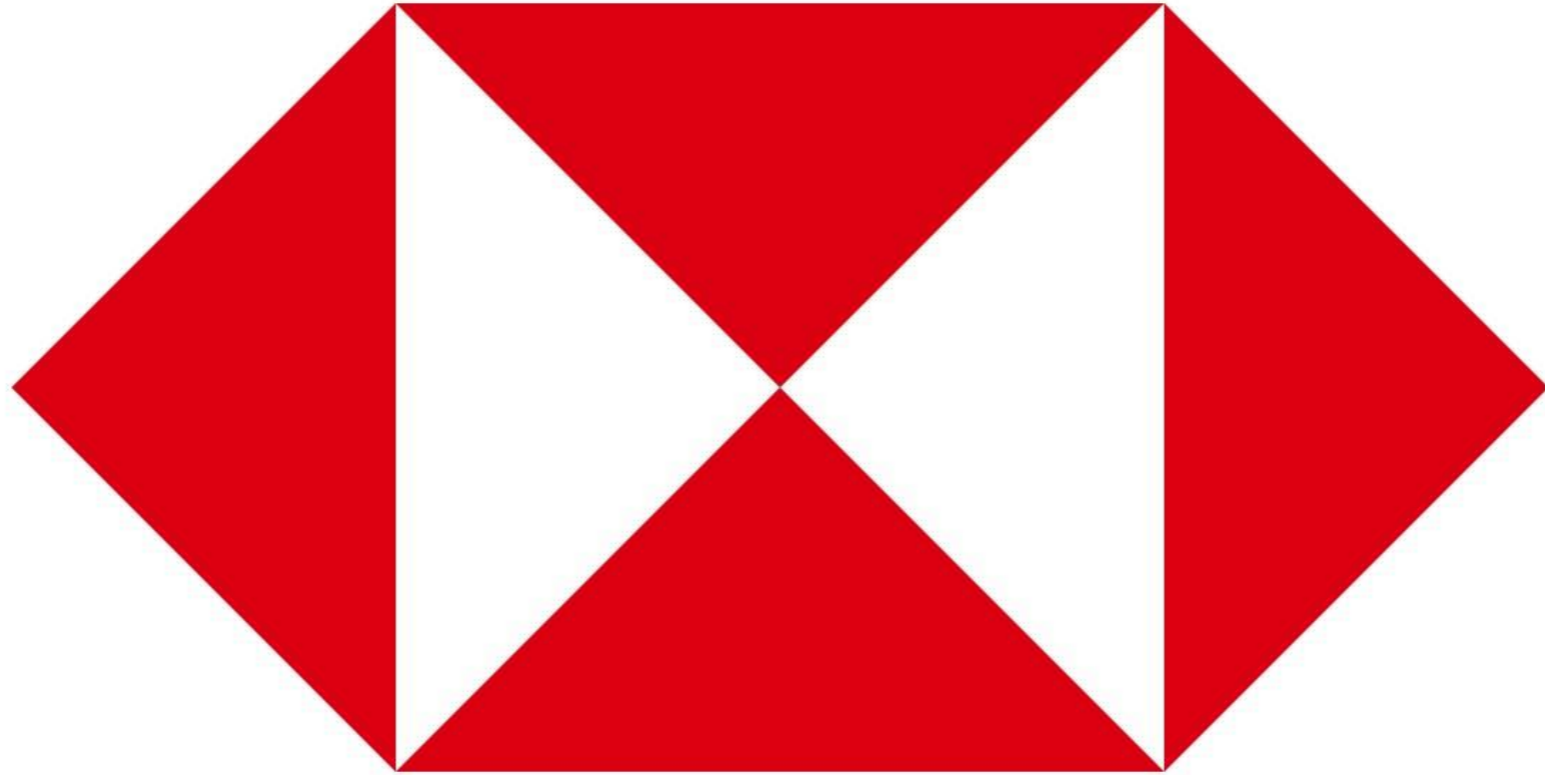
1. Log on to the HSBC HK Mobile Banking app. Under 'Explore products and services', choose 'Well+'



2. Press 'Join now'. Agree to the Well+ Terms and Conditions, and the Data Privacy Notice, then let us know your direct marketing preferences



3. You're all set to start improving your wellness and be rewarded for it!



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