Business Internet Banking (BIB)

Managing Service Guide

HSBC UK

Contents

1. Registering for Business Internet Banking

If you're a new customer, you can register for Business Internet Banking (BIB) as part of your new account application. Once your application is complete, we'll provide you with the details to activate your Internet Banking.

If you're an existing customer, you can register using our online form, which can be found at business.hsbc.uk/bib. We'll send you a welcome letter containing a Business Internet Banking ID and a registration code. An activation code will be sent separately by SMS.

Once you've received your welcome letter and activation code, you'll be ready to activate BIB.

2. Activating Business Internet Banking

What information will I need?

Primary Users:
• Business Internet Banking ID (starting with GBHBEU)
• Your registration number (6–10-digit number)

If you're a new customer, you'll find these on your online application once it's complete.

If you're an existing customer, you'll find these on your welcome letter.

• Your activation code – which will be sent to you by SMS

If you've requested a physical Security Device, it will be sent by post.

Secondary Users:
• Business Internet Banking ID (starting with GBHBEU)
• Your registration number (6–10-digit number)

You'll find these on the confirmation page given to you by your Primary user.

• Your activation code – which will be sent to you by SMS

Please note you may not be able to activate instantly, as standard checks may take up to 2 working days to complete.

If you've requested a physical Security Device, it will be sent by post.

What do I need to do?

Go to your Apple App store or Android play store to download the **HSBC UK Business Banking** app.

Open the app on your device and select **'Activate a new user'** to set up your app and Digital Security Device.

Simply follow the on-screen instructions, you'll need the Business Internet Banking ID, registration number and activation code we've provided you with.

Physical Security Device
If you've requested a physical Security Device, go to business.hsbc.uk. Choose the **'Log on'** button in the top right of the page, click on **'Business Internet Banking'**, then select **'Activate your account'**.

Simply follow the on-screen instructions, you'll need the Business Internet Banking ID, registration number and activation code we've provided you with, along with the serial number of your new security device. The serial number can be found on the back of your security device.

How do I add another business?

You'll first need to complete a BIB application form for each business.

After you've activated one of your businesses, you'll be able to activate your other businesses by either:

- Logging onto the HSBC UK Business Banking app: **Go to More > My Business > Add another business**.
- Logging onto BIB: Select your name in top right-hand corner and select **'Add another Business'** from the dropdown menu.

Further details on activation can be found at: business.hsbc.uk/bib-help-centre/activating-bib.

3. What can you do in Business Internet Banking?

General

- Access the service 24/7, subject to planned maintenance periods.
- Access the service with a username, password of your choice and a code from your security device or mobile app.
- Access the accounts of your other businesses from a single log on.
- Our Chat Assistant can help with frequently asked questions or connect you with an agent, during our opening hours. For our Business Internet Banking helpdesk opening hours, go to business.hsbc.uk/bib-help-centre/contact-us.

Accounts

- Obtain real-time account balances and additional balance types.
- View last night's statement balance for foreign currency accounts.
- View up to a year's transaction information on your sterling current, savings, and loan accounts.

- View transactions due to debit or credit on the next working day.

- View at least 6 years of statements for both business and savings accounts, available to download in a PDF format.

- View Business Card and Commercial Card account balances and transactions.

- View Business Card and Commercial Card statements. Download up to 6 years in PDF format.

- View or download your Charges and interest summaries.

Account services

- View or edit how your statements and your charges and interest summaries are delivered.

- View your open banking connections - i.e., where you've given authority to third parties to view your information.

- Temporarily block or unblock your debit or credit card.

- Report your debit/credit card damaged and order a replacement.

- Report your card lost or stolen and order a replacement.

- Complete a form to close one or all your accounts.

- Order a replacement cheque or paying in book.

- Request a copy image of a cheque or credit that's debited or credited your account.

- View downloaded documents in your digital inbox.

- Control your Commercial Card spending by defining single transaction limits, restricting merchants or places where the card can be used.

- Increase or decrease your Commercial Card credit limits, or close your commercial card.

- Request an increase, reduce, or close your existing overdraft.

Make payments

- Make payments up to £100,000 per day – subject to payment limits being agreed.
- Choose from a selection of payment methods, including Bill payments via faster payments, CHAPS, BACS, and international payments.
- Make Bill payments in batches of up to 25.
- View latest notional foreign exchange interest rates.
- Forward date Bill payments and BACS payments up to 45 days in advance.
- Store unlimited bank account details for Bill, BACS and CHAPS payment payees.
- Make transfers between accounts subject to available funds.
- Create standing orders (Bill payment limit required).
- Authorise payments which exceed a Secondary User's payment or individual daily limit.
- Authorise payments made via open banking which exceed a Secondary User's payment or individual daily limit.

Manage payments

- View or cancel future dated payments and transfers.
- Add/amend/delete Bill payment payees or specific Bill/Payment/BACS payment references via manage payees function.
- View, amend or delete standing orders.
- View or cancel Direct Debits.
- Track the status of your international payments made via SWIFT.
- Stop a cheque.

Products and services

- View finance options for your business.
- View savings account options for your business.
- Allow Primary Users to apply online for Overdrafts, Small Business Loans, Commercial Cards, and Business Money Manager accounts (subject to eligibility criteria). Note: product applications not available to customers of the non-ring-fenced bank or Channel Islands and Isle of Man customers.
- Manage your Commercial Card limit.
- Open a secondary business account.
- Link to other HSBC sites for more information on receivables finance, imports and exports, accepting card payments and insurance.

Manage business

- Change your registered, trading, and correspondence business address.
- Amend the registered emails and telephone numbers for your business.
- Manage the marketing preferences for your business.
- Access online forms.
- Manage mandate signatories and rules. View active mandate details and find out how to change your authorised signatories and signing rules.
- View and manage your business daily payment limits and apply for new payment types.

Manage users

- Primary Users or Secondary Users with suitable privileges can set up new users.
- Primary Users or Secondary Users with suitable privileges can amend or delete existing users.
- View details of activities made through Business Internet Banking or Mobile Banking for all users and accounts for a one-year period.

Contact and support

- Our Chat Assistant can help with frequently asked questions or connect you with an agent, during our opening hours. For our Business Internet Banking helpdesk opening hours, go to business.hsbc.uk/bib-help-centre/contact-us.
- Send and receive secure messages from HSBC.
- View our guide to supported browsers and technical issue troubleshooting.
- Access our help centre for FAQs and articles on how to use internet banking.
- Use our quick tour to walk through new and existing features to help you manage your money with ease.
- View our useful contacts page.

The above list is subject to change without notice because we may add and/or remove functions from time to time.

4. What can you do on the HSBC UK Business Banking app?

Service features

- View your balances and recent transactions, including next day transactions on all your HSBC UK business accounts.
- Scan and instantly deposit sterling cheques securely to save you time. The daily deposit limit is £5000 and £2000 per cheque.
- Make transfers between your accounts and make payments to both new and existing payees.
- View and download 6 years of statements on your current and standard savings accounts.
- View and download 6 years of charges and interest statements.
- View and cancel Standing Orders and Direct Debits.
- Update business contact details including addresses, emails and phone numbers.
- Temporarily block or unblock your debit or credit card.
- Report your debit/credit card damaged and order a replacement.
- Link cards and view your card PINs.
- Access your app using smart security with biometric log on.
- Access 24/7 in-app support from our Chat Assistant, or message an agent and be notified when we respond.
- Amend or update your marketing preferences.
- View your Open Banking connections.
- Download your app on up to three devices.

Further details of the app can be found at: business.hsbc.uk/business-mobile-banking.

5. Service availability

Business Internet Banking (BIB) is usually available seven days a week, 24 hours a day, apart from scheduled maintenance periods, which will usually be from midnight to 8:00am on a Sunday. The desktop service and/ or the mobile banking app service may be unavailable for some or all this maintenance period.

Exceptionally, this maintenance period may need to be longer or at different times.

We'll let you know using a banner or pop-up within BIB when a maintenance period is going to happen.

6. Online security

Information on how to protect your business against fraud is available in our **HSBC Fraud and Cyber Awareness** mobile app, free to download from the Google Play Store and the Apple Store.

Also, please see the Business Banking Terms and Conditions and the Business Internet Banking Additional Conditions which set out your security responsibilities.

7. Primary Users/Secondary Users

The nominated 'Primary User' will have full control over the business bank accounts when accessed via the Business Internet Banking (BIB) service and will also be able to agree any matters through the service.

The Primary User will automatically have access to all functions within the BIB service.

The Primary User may create and delegate various access and control rights (including payment limits) to other individuals ('Secondary Users').

To replace your Primary User, you need to complete an online form.

From within BIB, simply go to:

Manage business > Online forms > New forms > Business Internet Banking Replace Primary User Form

You can also access the form at business.hsbc.uk/bib.

As part of our checking process, we may contact you to ask that the new Primary User provides us with suitable identity documents.

Please note, once the **'Replace Primary User'** form has been processed, the existing Primary User will not be able to gain access to the service.

Secondary Users will still be able to access the service, however, you should make sure they have access to the service with the relevant permission levels before this form is submitted, as those details can't be amended until the new Primary User has been set up.

You must always have a Primary User, so if you want to remove the Primary User without nominating a replacement, you won't be able to continue using BIB and will need to de-register your business.

8. Security Devices

8.1 Digital Security Device (DSD)

Already part of the **HSBC UK Business Banking** mobile app – our Digital Security Device (DSD) is the easy, secure way to access your accounts online while on the go.

The DSD is on your phone and ensures that at any time, you can generate a code to log on, authorise payments and authorise other changes all from a single app.

If you've activated your service on the mobile app, you'll have a DSD. It can be seen at the bottom of the log on screen.

How do I set up my Digital Security Device for this first time?
Go to your Apple App store or Android play store to download the
HSBC UK Business Banking app.

• If you don't have an active physical Security Device: Follow on-screen instructions and use the Security Device Replacement Code that was sent to you either via SMS or post to set up the app.

• If you have an active physical Security Device: Follow on-screen instructions and use your physical Security Device to generate a code to set up the app.

Once the app is set up, you'll find the DSD at the bottom of the log on screen.

How do I generate codes on my Digital Security Device?
To generate a code on your Digital Security Device:

• Follow the on-screen instructions on Business Internet Banking to see which code is required.

• Open the **HSBC UK Business Banking** app and tap '**Digital Security Device**' at the bottom of the log on screen.

• On the app, select the code you want to generate then confirm your biometrics or passcode to generate a 6-digit code. This will refresh every 30 seconds.

• Enter the code.

8.2 Physical Security Device (PSD)

You no longer need to use a Physical Security Device (PSD) to activate or use the Business Internet Banking (BIB) service. Existing PSDs can still be used for the desktop service and will continue to work until they need to be replaced, at which point, we'll replace it with a Digital Security Device as above.

This credit card sized device generates a new six-digit number (a 'Security Code') every few seconds, which is used in conjunction with the user's chosen username and password to access the service.

Once the security code has been entered during log on, it will not be accepted again. Because of this, the security device offers increased protection against risks such as phishing and spyware.

If you're still using a PSD, here's some key information you'll need to know:

How do I generate a log on security code?
To generate a security code on your PSD to log on to BIB, simply:

• Press and hold the green button for 2 seconds to turn on the device.

• Enter your PIN. Press the green button once to delete one character, press and hold the green button to clear the screen.

• After you've entered your PIN and you see the 'HSBC' screen, press the green button again to generate a log on security code.

• After 30 seconds of inactivity, the device will automatically switch off - your device does not have an off button.

Lost/faulty Physical Security Device
If a user loses their PSD, or it becomes faulty, they should contact our Helpdesk so we can arrange for a replacement or upgrade to a Digital Security Device. We encourage users to use the Digital Security Device on the mobile app for all replacements as it provides an easier and more secure way of generating codes.

The quickest way to contact the Helpdesk is by starting a chat online using the 'Chat with us' features in BIB and the mobile app, or the 'Need help?' tab on our website. See section 12 for all the ways you can contact us.

Whilst the user is without their security device, they will not be able to access the business accounts on BIB unless they have access to the **HSBC UK Business Banking** mobile app.

When you upgrade to a Digital Security Device, our chat agents will send you a Security Device replacement code via SMS, email or post. You can set it up immediately after downloading the app.

If you still prefer having a PSD, the relevant user will be sent a replacement PSD by post and a security device replacement code via SMS.

Activate replacement Physical Security Device

If a user requests a replacement PSD, the service will automatically take them through the necessary screens to activate the new device.

To activate the security device, you'll need to:

• Login as normal to BIB to receive this screen.
• Make sure you have your password, replacement code and your security device, then click **'Continue'**.

• Enter your password in the box provided, then click **'Continue'**.

- Create your PIN on your new device.
- Confirm you've done this, then click **'Continue'**.

- Enter the serial number of your device that's printed on the back of it.
- Generate a code on your new device as you would do at log on and enter this into the box provided, then click **'Continue'**.

- This completes the process, click **'Continue'** to log on.
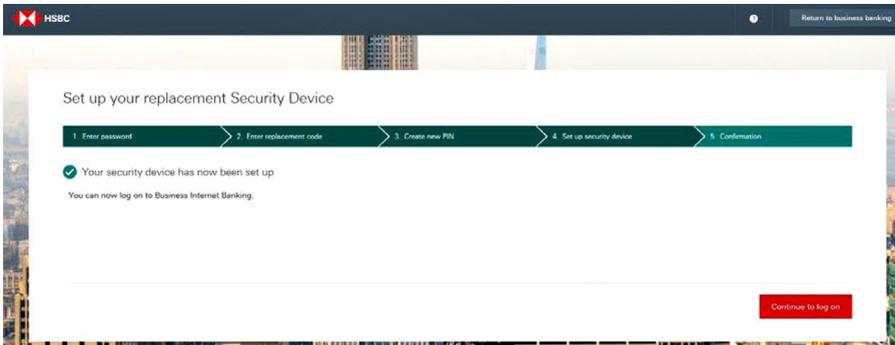
For more information on security devices please visit business.hsbc.uk/bib-help-centre/your-security-device.

9. Forgotten username or password

If you forget your username, please ring the helpdesk who'll identify you and help you with this request. For our Business Internet Banking helpdesk opening hours, go to business.hsbc.uk/bib-help-centre/contact-us.

If you forget your password, you can reset it online in one of two ways. Either have a code sent to your email to allow you to reset your password or answer your security questions which you set up at activation.

You can start this process on the **'reset your password'** link at the top right-hand side of your log on page.

10. Function overview

The following section details all the functionality within Business Internet Banking (BIB) and explains what it allows a user to do. Comprehensive help is available on most pages in BIB by clicking **'Help for this page'**. Please note, we're always developing our service, so may add or change functionality without notice at any time.

Accounts balances

A balance is the actual balance on your account at the 'Last updated at' time shown.

When we provide you with details of the balance on your account, it may include transactions that are still being processed, such as cheques in the process of being cleared, and so may be subject to change. It may not represent funds that are available for you to withdraw.

Your current balance is continually updated throughout the day as transactions are applied to your account, giving you an updated balance at the 'Last updated at' time displayed. Please note, some transactions, such as cheques you write out, will not be updated on a real-time basis.

To view the list of recent transactions contributing to your balance, select the required account and go to the **'Recent Transactions'** tab.

On sterling accounts your 'Current Statement' balance is shown as real time (last updated at the time displayed) and consists of:

- 'Last Night's Statement' balance, and;
- Any transactions that have been debited or credited today up to the time displayed.

On Foreign Currency Accounts (also known as International Bank Accounts), the balance is shown as real time (as at the date and time displayed) and consists of:

- 'Last Night's Statement' balance, and;
- Any transactions that have been debited or credited today up to the time displayed.

You can see an additional four types of balance on your sterling current accounts and savings accounts:

Current available balance
This is the amount of funds available to use, including any agreed overdraft limits as at the time displayed.

Last night's statement balance

This balance consists of all transactions applied to your account by close of business the previous day and will be the balance shown on your postal statement.

Last night's cleared balance

This is 'Last night's statement' balance, reduced by any items that haven't yet cleared. It's therefore the balance we use to calculate your credit/debit interest.

Tonight's projected cleared balance

This is our estimate of what your cleared balance will be at the end of the current working day. It's based on:

- 'Last night's cleared' balance.

- Any transactions due to clear today.

- Any transactions that have been debited or credited today up to the time and date displayed.

This balance doesn't necessarily represent funds currently available for use. It also doesn't account for any cheques returned unpaid today.

Interest rates are also displayed on savings accounts.

Business/Commercial Card Company limit

The main company card account is the facility held by the company. This will be displayed as either a 'Business Card' or a 'Commercial Card'. All individual cards held on these accounts are referred to as 'Cardholder' accounts.

Recent transactions

- Depending on the type of account, up to 12 months of transactions can be viewed. Your transaction list will be updated throughout the day. Certain transactions are added to your transaction list overnight (e.g., paper items like cheques).

- You can filter your list to show 7 days, 14 days, 1 month, 3 months, 6 months, 12 months or choose a custom date range.

- In addition, you can use the advanced search tool to search for an amount paid in or out, or search for a description.
- Transactions can be downloaded into CSV or OFX format.

What do the different transaction types mean?	
ATM: Cash Machine entry	BP: BACS or Bill Payment (including Bill Payment credit)
CHQ: Cheque	CIR: Cirrus or Maestro card transaction, or Euro cheque transaction
CR Credit	
DD: Direct Debit	DIV: Dividend
DR: Debit	MAE: Maestro Debit Card Transaction
OBP: Open Banking Payment	OBT: Open Banking Transfer
SO: Standing Order	TFR: Transfer
VIS: Visa debit card payment	))) : Contactless debit card payments

Next working day's transactions

Next working day's transactions are an indication of transactions due to debit or credit your account on the next working day. However, they may be recalled, returned, or reversed at any stage, so being able to see these items doesn't guarantee that they'll be paid into or out of your account or that they'll appear on your statement.

Unfortunately, we're not aware of some transactions until they're posted to your account, at which point they'll be shown on your recent transactions statement.

Statements
- Up to 6 years of statements can be viewed depending on the type of account you have.
- Sterling current account, sterling savings accounts and commercial card statements can be downloaded as a PDF. You can also view applicable Credit and Debit Interest Rates for your accounts via the Statement function.

If you're a Primary User, you can turn off your paper statements for sterling current or savings accounts online by selecting **'Account Services'** from the menu followed by **'Document Preferences'**.

If you've chosen not to turn off paper statements, they'll still be posted to you.

You can download your transactions into your preferred financial software package in OFX or CSV file formats. Select **'Download'** and choose your preferred option.

Charges and interest
If you're a Primary User, you can turn off your paper charges and interest statements online by selecting **'Account Services'** from the menu followed by **'Document Preferences'**.

The Charges and Interest functionality allows users to view or print their charges and interest summaries or download them in PDF format.

Charges and Interest incurred during a period are charged 21 days after the end of that period. During these 21 days, known as the pre-notification period, you can view the charges due to be debited. Once your account has been debited for the charges accrued, the pre-notification will become a historic notice that can be viewed in the listing.

Account services

Manage Bounce Back Loan
View, administer and make repayments to your Bounce Back Loan, including Pay As You Grow options.

Document preferences
View or edit how your bank statements and charges and interest statements are delivered.

Go 'Paperless' and you'll no longer receive statements or charges and interest documents in the post.

PDF versions of statements can be accessed any time in **'Accounts'** from the left-hand menu. We'll keep you updated by email when they're ready to view.

Open Banking
Open Banking allows you to share your HSBC account information and make payments via authorised Third Party Providers (TPPs). It enables those TPPs to access your account information and provide you with appropriate services. We won't share your account information or allow payments without your permission.

To use Open Banking, you must be registered for Business Internet Banking (BIB). Customers should only use a TPP whose authorisation is recognised in the UK and who comply with data protection laws.

- Open Banking also allows TPPs to initiate payments from your bank account, subject to your authorisation.
- In order for HSBC to carry out your request to share information, we need your explicit authorisation.
- You can view and cancel (but not amend) any active Open Banking Connections you may have previously granted to TPPs - for Account Information Sharing, Confirmation of Funds and Sweeping on Open Banking Connections.

Open Banking Connections

In BIB and the **HSBC UK Business Banking mobile** app, Primary Users can access Open Banking connections. In this section, Primary Users can view and cancel Open Banking connections.

The dashboard is a hub of information related to each Open Banking connection. It allows you to view and cancel (but not amend) TPP access and authority to share your information.

1. **Active Connections:** This dashboard displays the list of TPPs and active connections that you've agreed to share your information with. This is only available to the Primary User.

2. **Authority Details:** For each TPP you've shared your information with, we provide you with the start and expiry date of the connection for the account(s) you're sharing and details of the information you're sharing. This may include:
   - Account Details (e.g. name, account number, sort code and balance).
   - Regular payments such as payee agreements, standing orders, direct debits, and future dated payments.
   - Account Transactions, incoming and/or outgoing.

3. **Cancel Authority:** If you no longer want to share your information with a particular TPP, Primary Users can cancel your authority at any time. To cancel click on 'Cancel' this can only be done by the Primary User.

4. **Confirm Cancel:** Once you've cancelled, a new screen will appear to confirm that you want to stop sharing with the selected TPP. By selecting 'Confirm' the information will no longer be shared with the TPP and they'll no longer have access to your financial information.

5. **Cancel Successful:** A confirmation message will be displayed to indicate you've cancelled an authority to share information with a TPP.

6. **Expired Connections:** Cancelled or Expired connections will be marked 'Expired' on the dashboard.

Open Banking Activity can be viewed in Activity History.

Block or unblock card

You can temporarily block or unblock debit or credit cards. Your card will be blocked until it's either reported lost, stolen, or you unblock it.

No cash withdrawals can be made on a card that's blocked. If a blocked card is found, the card should be unblocked before it's used.

Lost or stolen card

If a debit or credit card is lost or has been stolen, report it immediately online on either your desktop service or mobile app. We'll cancel the card and send a new one, which will have a new card number.

If you can't log on to do this, you can also phone 0800 032 7075 at any time.

If you report your debit or credit card lost or stolen, all future transactions on the card will be stopped, the reported card will be cancelled, and a replacement will be sent. The replacement card should get to you within 7 working days.

Replace damaged card

If a debit or credit card is damaged, report it immediately online on either your desktop service or mobile app.

We'll cancel the card and send a new one.

The reported card will be cancelled, and a replacement will be sent. The replacement card should get to you within 7 working days.

Commercial Card controls

Credit card spending controls is a Primary User function that allows them to put in place single transaction limits or restrictions on particular merchants or places where cardholders can use the card.

Account closure

The online form can be used to close current, savings, most loan accounts, and commercial card accounts. The form cannot be used to close foreign currency accounts.

Some other accounts may not be available to close using this form e.g., Commercial Mortgages). Accounts may take up to 10 days to close.

Order a cheque/paying-in book
You can order a replacement cheque or a paying-in book. The book should arrive within 7 working days of your request.

Request a copy of a credit or debit
This allows you to request a copy (an image) of a cheque or credit that has been passed to your account. If you've asked for a copy of the item by post, we'll aim to post this to you within two weeks of receiving your request. If you've asked for telephone confirmation, we'll aim to call you within 7 working days of receiving your request.

Make payments

BIB puts the business in control by letting you set an overall daily payment limit for the business of up to **£100,000 a day**. This covers all payments made through our Business Internet Banking service. We offer four different payment options to choose from:

Make a Bill Payment
Newly established businesses and those making mainly single payments will find the Bill Payment useful. The payments generally go via the faster payment system.

With the Bill Payment option, you make sterling UK payments one at a time to a single beneficiary with a UK bank account.

- Bill payments are normally received by the payee within two hours providing their sort code and account number accepts Faster Payments. In all other cases, the payment should arrive no later than the end of the next working day.
- Details of Bill Payments made, are available (in real-time) from the **'Recent Transactions'** function within **'Accounts'** option.
- The Bill Payment option will help you avoid unplanned overdrafts as available funds are needed on your account before a payment is made.
- You can make payments to new payee or existing payees. If you're setting up a new payee, make sure you have the full and correct name of the business or person you're paying, together with their sort code and account number.

- Payments can be set up to go up to 45 days in advance.

- Our Business Telephone Banking service uses the same Bill Payments system, so payees created online can also be used on the telephone.

- A charge may be levied in accordance with your agreed account tariff for each payment made.

- Bulk bill payment creation is also available this will allow you to create up to 25 payments at one go. The payments will appear as separate entries on your statement.

- The Faster Payment service is available 24 hours a day, 7 days a week and 365 days a year except for periods of planned maintenance.

Confirmation of Payee

Confirmation of Payee is a service that helps protect against scams and mistaken payments by checking the name of a payee against the name held by the payee's bank. This will help confirm that you're paying the correct person or business. When you're adding a new payee, we'll ask for their full name as held by their bank (up to 140 characters), as well as the type of account they hold (personal or business). This information will be passed to their bank, who'll confirm if it matches their records.

For payments made to HSBC Business Card and Commercial Credit Cards, the main company account number must be used.

Effective Customer Warnings

In order to help protect you against fraud, we'll sometimes ask you additional questions about a payment and suggest ways to make sure it's genuine. The type of questions asked are around what the relationship of the payee to the business is (e.g., employee, supplier), how the bank details were provided (e.g., in person, by phone, over email) and then an appropriate warning is displayed.

The warning and the answers to the questions are captured in Activity History.

Make a BACS payment

The BACS payment option is ideally suited to established businesses that make frequent sterling bulk payments such as salaries. BACS payments can be made in batches of up to 25 beneficiaries (in one debit), so you don't need to make payments one-at-a-time. Payments are made in sterling to beneficiary accounts in the UK.

• When making a BACS payment, you'll be debited two working days after the payment was sent – the same day the funds are received by the beneficiary.

• A charge may be levied in accordance with your agreed account tariff for each payment made to a beneficiary.

• You can cancel future-dated payments up to 11:45pm the day before the BACS payment cycle begins.

• We forward your payment instruction to BACS on day 1. The payment is debited from your account on day 3 and it arrives at the payee bank on the same day. Weekends and bank holidays are excluded from the cycle.

• For latest BACS cut off times, see the Business Banking Terms and Conditions.

Make a CHAPS payment

(CHAPS) offers same-day sterling fund payments to any UK bank or building society account, as long as the payment instruction is submitted during the CHAPS 'service window': Monday to Friday, 8:00am to 5:10pm (Payments outside of these times, on public holidays or future dated are not accepted).

The CHAPS payment option is particularly useful for businesses who need to make high value urgent payments where funds need to be received the same day.

CHAPS payments are made in sterling to accounts in the UK.

Like Bill Payments, each CHAPS payment is created individually and will contain one payee. Payments are subject to available funds in your account. The main difference between Bill Payments and CHAPS Payments is that CHAPS payments are debited and credited on the same day, regardless of which Bank or Building Society the beneficiary account is held with.

- You can save CHAPS payee details when making a payment. They'll be added to your payee list if required.

- For every CHAPS payment made, an HSBC charge will be debited from your account in accordance with the Business Banking Price list or your negotiated tariff. The HSBC charge is displayed on the 'Check payment details' page where you have the option to cancel or amend the payment if you don't want to continue. If you choose to make the payment, this HSBC charge will be shown again on the 'Confirmation' page and appear in your Bank statements when the payment has been made.

Make an International Payment

International Payments, also known as SWIFT or SEPA payments, are used for sending funds overseas or in different currencies within the UK. This gives you the flexibility to trade with international companies and organisations.

Before making a payment, you can check the latest notional (approximate) HSBC exchange rates on all available currencies.

When making the payment, you'll be able to view and accept a live interest rate on screen.

Sending international payments can often be daunting - that's why the International Payment service on BIB has been specifically designed to make this simple and easy. The key to making an international payment is to make sure you have all the essential payee details and enter them accurately in the payment instruction. BIB will ask you for the information it needs to be able to make your payment quickly and efficiently. As a rule, you should always ask the beneficiary to provide you with the following information:

- Payee name.

- Payee address.

- Payee Bank Identifier Code (BIC) or Routing Code. These codes are used to identify the payee's bank and branch, in the same way that a sort code is used in the UK. This information ensures the payment is processed quickly and is sent to the right place. We recommend that you confirm the payment details with the payee or their bank before making the

payment. For certain countries you can enter an alternative code to the BIC. For example, if you're making a payment to the United States or Canada, you can provide either a BIC or a Routing code.

- Payee International Bank Account Number (IBAN) or Account Number. An IBAN is an account number in a format that makes it recognisable by banks and financial institutions overseas. You can usually see an IBAN on a bank statement. We recommend you confirm all the payment details with the payee before attempting to make a payment.

- In addition, when sending international payments abroad we recommend that you include an explanation/reason for the payment by selecting or entering a purpose of payment.

You can give us instructions to make international payments at any time via BIB. The value date of the payment will be shown on screen and will be influenced by currency and country cut off times.

Cut off times for most payment types are published in our Business Banking Terms and Conditions. If they're not, you can contact us for details.

When making an international payment in BIB, there must be sufficient funds in the account to cover the value of the payment. You can check on the status of your payment by looking at the list of transactions in BIB.

There's an online payment tracker allowing you to track progress of your SWIFT payments. This is found in the **'Manage payment'** section of BIB.

Charges
For every International payment made, an HSBC charge will be debited from your account in accordance with the Business Banking Price list or your negotiated tariff. The HSBC charge is displayed on the 'Payment details' page where you have the option to cancel or amend the payment if you don't want to continue.

If you choose to make the payment, this HSBC charge will be shown again on the 'Check and confirm' page and 'Confirmation' page and will appear in your Bank statements when the payment has been made.

Depending on what type of payment you're making, you'll be given the following options:

- For SEPA payments the charges are always shared - i.e., HSBC charges will be paid by you and your payee's charges will be paid by them.

- For SWIFT payments where the payee is outside the UK there are two options:

  — Sender to pay all charges. Select this option for you to pay all charges for this payment. There will be an upfront fee representing HSBC's fee as per your agreed terms, but there could be further third-party bank charges. We'll debit your account once we're notified of the charges and will send you an advice.

  — Sender to pay HSBC (UK) charges only. Select this option to pay only HSBC (UK) charges for this payment. Charges levied by the intermediary and payee bank will be deducted from the amount of your payment before your payee receives it.

Transfers

Transfers are the immediate movement of money from one HSBC bank account to another HSBC bank account, provided they both appear on the same BIB profile (i.e., the set of accounts which appear in the same account list within the service). If a transfer needs to be made to an account that doesn't appear in this list, a 'Bill Payment' will need to be made instead.

- Transfers can be made immediately (real time), or future dated for up to 45 days in advance.

- There's no charge for transfers.

- Transfers can be made for any amount up to the available balance (including any agreed overdraft covering the transfer). If you don't have sufficient funds in the account when a future dated transfer is due to debit, the transfer will not be processed.

Please note: You cannot make a transfer to or from a Business Card or Commercial Card account.

A Primary User can create transfers to or from any of the accounts within their BIB profile. Secondary Users will need to have been granted the 'Transfers' entitlements and access to the relevant accounts to complete a transfer.

All inter-account transfers involving a foreign currency will carry a value date. The value date may not be the same as the date of execution of the transfer.

This may result in the balances shown on your account taking up to 24 hours (or next working day) to update. You shouldn't try and action the same transfer again as this could lead to you being liable for loss on a duplicate transfer.

You can check we've received your instruction by viewing 'Activity history' in the 'Manage users' section of the menu. The 'Activity history' function shows all instructions we've received from you via BIB.

Payment authorisation
Payments input by Secondary Users which exceed their transaction payment limit or individual daily limit, but are below your business' daily payment limit, require payment authorisation.

Any user with a high enough limit for the payment on the displayed account may authorise the payment(s), provided they have payment authorisation rights.

The Primary User may authorise all payments until the business' daily payment limit is reached. All accounts will be displayed if:

- They're accessible via BIB.
- The user has been granted access to them.
- The account is one from which you can make payments (e.g., not a loan account).

Open Banking: Bill Payment authorisation

Bill Payments input by users via a TPP which exceed the user's transaction payment limit or individual daily limit, but are below your business' daily payment limit, require Payment authorisation. For a payment created via a TPP, you're not able to make any amendments to the original instruction. However, if you choose to cancel the payment, the payment will be cancelled immediately and a confirmation screen will be displayed.

Set up a Standing Order

To create a standing order, you need a payment limit which exceeds the amount of the standing order you wish to create.

Once you've successfully set up a standing order, you'll see the confirmation on your screen. You can also check to see if it shows up in your list of active standing orders. You'll find the list in **'Active'** under **'Manage standing orders'**.

If you want to amend the amount of a standing order, go to **'Manage Payments'** then **'Manage standing orders'**. Expand the row in the table of the standing order you want to amend and select **'Edit amount'**.

The payment amount updates immediately after you select **'Confirm'** and it'll be reflected in your next payment. If a standing order is due on the day you update the payment amount, the new amount won't apply to that payment.

If you want to cancel a standing order, go to **'Manage payments'** then **'Manage standing orders'**. Expand the row in the table of the standing order you want to cancel and select **'Cancel future payments'**.

Manage payments

Pending transfers

- Pending Transfers are transfers which have been created with a future payment date. (Up to 45 days).
- Pending Transfers can be cancelled at any time before 11:45pm on the day before they're due to be made.
- When the appropriate account is selected, there's the option to cancel any of the transfers displayed.

Pending payments

- Pending payments are those that have been input to be paid at a future date (at a date more than two working days in the future for BACS Payments).

- Pending bill payments can be cancelled at any time before 11:45pm on the day before they're due to be made except for BACS – see below.

- Pending payments that haven't yet entered the payment cycle, cannot be amended once they're in Pending Payments – only cancelled in full and recreated.

BACS payments can be cancelled up to 11:45pm on the day before the BACS payment cycle starts (e.g., if the BACS payment will credit/debit on Thursdays, you have until 11:45pm on Monday to cancel the payment through BIB). In the BACS cycle, the payment instruction is forwarded to BACS on day one of the 'cycle', and the payment debit is passed to your selected account on day three of the 'cycle' (the 'payment date' for BACS). The beneficiary bank receives the credit on this day three payment date. Weekends and bank holidays don't form part of the 'cycle'.

Bill payments sent using 'Take from my account now' option cannot be stopped/cancelled once they've been sent. Forward dated Bill Payments can be cancelled up to 11:45pm on the day before the payment cycle begins. For example, a payment due to debit your account ('Payment Date') on Thursday could be cancelled until midnight on Wednesday.

Track payments

There's an online payment tracker allowing you to track progress of your SWIFT payments.

Manage payees – domestic

As part of the enhanced payee management functionality, we combined all Bill Payment, BACS, and CHAPS payees under a new heading of Domestic payees. This will be available within each payment journey. You can now also set visibility permissions for each payee record.

By default, all users will be able to see a record, but speak to your Primary User if you're unable to see a certain Domestic payee.

Primary Users can always see all payee records and can set visibility permissions where necessary.

- To add a payee at any time, select the **'Add new payee'** button. The newly added payees will appear on both your Domestic payee list in Manage Payees and in the Bill, BACS, and CHAPS payment journeys.

- Confirmation of Payee is a service that helps protect against scams and mistake payments by checking the name of a payee against the name held by the payee's bank. This will help confirm that you're paying the correct person or business. When you're adding a new payee, we'll ask for their full name as held by their bank (up to 140 characters), as well as the type of account they hold (personal or business). This information will be passed to their bank, who'll confirm if it matches their records.

- In order to help protect you against fraud, we'll sometimes ask you additional questions about a payment and suggest ways to make sure it's genuine.

- The questions asked and the answers you gave, and the warnings displayed are captured in Activity History.

- You can edit payee details by selecting a payee line to view their details, you can click **'Edit'** to make changes to their information.

- After you've created a new payee, you'll see a **'Pay this payee'** option. From there, you can choose to navigate to the Bill or BACS payment journeys, where that payee will be pre- selected. If you choose not to pay the payee, it'll be stored in the payee list for future use.

- For CHAPS payments, please navigate to the payment journey directly via the lefthand navigation.

- You can also continue to add payees directly within the Bill Payments, BACS, CHAPS, and international payments journeys as well.

- You can delete payees at any time. If you click delete a payee before the record is deleted, you'll be shown a summary screen of the payee details and asked to confirm the deletion. Once you have clicked **'Confirm'**, the payee record will be removed from your payee list.

Manage payees – International

At present, you can only make a payment to, or delete the payee stored in your payee list.

If you click delete a payee, you'll be shown a summary screen of the payee details and asked to confirm the deletion. Once you have clicked **'Confirm'**, the international payee record will be removed from your payee list.

Manage Standing Orders

- If you want to amend the amount of a Standing Order, expand the row in the table of the Standing Order you want to amend and select **'Edit amount'**. The payment amount updates immediately after you select **'Confirm'** and it'll be reflected in your next payment. If a Standing Order is due on the day, you update the payment amount, the new amount won't apply to that payment.

- If you want to cancel a Standing Order, expand the row in the table of the Standing Order you want to cancel and select 'Cancel future payments'.

- You can view expired or cancelled Standing Orders in BIB up to 6 months after they were cancelled or expired.

Manage Direct Debits

With a Direct Debit, you authorise us to permit the beneficiary/originator to take money from an account as agreed by you. To make any amendment to a Direct Debit, you should contact the Direct Debit originator (the beneficiary).

- To cancel an active Direct Debit, either select or enter a date from which the instruction is to be cancelled or select the default option of **'Now'** to cancel it immediately (if you don't have a specific date in mind). Then click on the **'Continue'** button at the bottom of the screen to verify and then **'Confirm'** the cancellation.

- Payments due in the next 2 working days may still be taken from your account.

- Please note, until your Direct Debit has been fully cancelled, it will remain on the Active tab of the Manage Direct Debits page.

- You can view cancelled and expired Direct Debits through BIB for a period of 6 months after they were cancelled/expired. For details of Direct Debits which have expired or have been cancelled, select the **'Expired or cancelled'** tab of the Manage Direct Debits page.

Stop a cheque
This function enables you to stop a cheque or range of cheques before they're processed.

You may be charged for stopping a cheque. If there's a charge, this will be displayed on both the check and submit page, and the confirmation page.

Products and services

In this section of Business Internet Banking (BIB), Primary Users can apply for products like those listed below (subject to eligibility criteria), except for customers in the Channel Islands or Isle of Man or of the non-ringfenced bank. Please note, the lending functions will NOT work for any customers who have a relationship manager.

Small business loans
Apply for loans between £1,000 and £25,000 with fixed monthly repayments.

Overdrafts
Minimise the effects of the smaller purchases on your day-to-day cash flow and get cash flow flexibility with an overdraft.

Commercial Cards
A flexible way to stay in control of your Business Cash Flow.

You may also apply for additional cardholders and increase/decrease your limit via this tool.

Business Debit Card
You can apply for a Business Debit Card.

Business Savings accounts

Earn interest on surplus cash while keeping funds easily available for your business. You can open a Business Money Manager account via the savings tool.

In addition, there are links to public website pages to find details on Receivables Finance, Import and Export, Accepting cards, Insurance, and secondary business accounts.

Manage business

Business contact details

Primary Users can change the company's registered, trading and correspondence addresses.

Primary Users can also change the company's email and telephone contact details.

A correspondence address is an address used to post information to you about a particular product or service (e.g., bank statement or credit card). You'll see on screen what products are linked to the address. This may be the same as your registered address or trading address, or it might be different.

A principal trading address is the address where your head office or main place of business is located.

A registered address is the official address of a business that you've registered with Companies House.

Any changes made will apply immediately.

Marketing preferences

Manage the marketing preferences for your business.

We keep your business updated about HSBC products and services based on your preferences. You can update your preferences at any time by selecting from the options available in the service.

If you've selected 'No' for all options, you may still see the same general marketing content when using Online Banking, which we show to all customers on our public website.

You'll still receive information regarding factual, transactional and/or servicing information in connection with products and services that we're providing to you.

To find out how we collect, use and protect your information, please check our Privacy Notice which is available online at business.hsbc.uk/legal.

Online forms
Various forms are available to download and use in conjunction with other services.

- Register or add new users to Business Telephone Banking.
- Set up new mandates or amend payment limits.
- Business Debit Card Application Form.
- Business Internet Banking Replace Primary User Form.
- Change of Address Form (where the online service cannot be used).

Daily payment limits
View and manage your business daily payment limits, apply for new payment types and delete payment types not applicable to your business.

Any new or change requests will need to be signed in accordance with your current mandate before the changes are processed. Where a mandate requires additional signatories, please provide these details when completing the request.

Bill Payments, CHAPS payments, International payments limit changes
Once the request has been approved by all required signatories from your business/organisation, we can usually process requests on the same day, if received before 3:00pm on a working day. If requests are received after 3.00pm or on a non-working day, these will be processed the next working day.

BACS Payments limit changes
BACS payments are subject to the approval of a credit facility for your business/organisation, so take longer to process.

We may also need to speak to you in respect of BACS requests.

Combined daily payment limit
This is the maximum combined value of all payments a business can make in one day.

This is set by the business and cannot exceed £100,000.

If the company requires a higher payment limit than £100,000 per day, then HSBCnet should be considered. Details can be found at hsbcnet.com.

Payment limits – User
A Primary User will automatically receive the full payment limits as agreed, but they can allocate some or all of these payment limits to Secondary Users.

Manage mandate signatories and rules
View active mandate details and find out how to change your authorised signatories and signing rules.

Manage users

For additional security, you'll be asked to authorise the set-up of any Secondary User and/or the editing of any existing user's details. Full on-screen instructions will be available.

New user
To allow other people to access the service, you'll need to set them up as Secondary Users from the Manage User function. You can determine their privileges, account access, and payment limits.

Creating a Secondary User is a two-step process, but the Primary User only completes Step 1.

The new user's full name, address, date of birth, mobile number, and email address will be required. We require these additional details about the user in order to complete checks before that user can access BIB. The check can take up to two working days to complete.

Edit user – amending a Secondary User's details, access rights and/ or payment limits

If a Secondary User's details need to be amended, this must be undertaken online. Any user with appropriate user administration rights can make these changes.

1. Select **'Manager User'**.
2. Select **'Edit User'**.
3. Select the Secondary Users name to be amended.
4. Amend details as required.
5. Confirm the amended details by creating and inputting a confirmation code.
6. Select **'Continue'** then **'Confirm'**.

Deleting a Secondary User
The Primary User can remove a Secondary User at any time, by deleting that user online.

1. Select **'Manage User'**.
2. Select Secondary Users name to be deleted.
3. Select **'Delete'**.
4. Select **'Confirm'**.

If a Secondary User attempts to log on to BIB after being deleted from the service, access will be denied.

Activity history
View details of activities made through BIB or the **HSBC UK Business Banking** mobile app by all users in one place.

Only activities made through BIB, the **HSBC UK Business Banking** mobile app and Open Banking will appear under Activity History.

11. Deregistering the Business

A request to de-register the business from Business Internet Banking (BIB) should be forwarded to your Branch/Relationship Manager. Once the business has been deregistered, none of your users will be able to access the BIB service.

12. Contact and support

Online help

Click either the help or question mark icons to access online help on every Business Internet Banking (BIB) page.

Chat with us

Our Chat Assistant is on the right-hand side of most BIB pages and in the 'Support' menu of our HSBC UK Business Banking app. It's available 24 hours a day, 7 days a week to answer common banking queries. If it doesn't help with your query, you can connect to an agent during opening hours. Our up-to-date opening hours can be found at business.hsbc.uk/contact-us.

Secure Messages - send and receive secure messages from HSBC
This function displays the details of any messages we've sent the business. Primary Users have the ability to reply, delete or create a new message to send to us. Secondary Users only have the ability to read or delete messages if they've been given that entitlement by the Primary User.

Business Internet Banking Information Centre
Located at business.hsbc.uk/bib-help-centre, this dedicated website provides detailed guidance and further information on the BIB service.

Business Internet Banking Helpdesk

This dedicated Helpdesk provides further guidance and general information on the BIB service. The Helpdesk can be contacted on 0345 602 2014 or from overseas +44 1792 496 941.

For our latest opening hours, please go to business.hsbc.uk/contact-us.

Business banking website

Located at business.hsbc.uk, our website provides details of current products and services offered.

Forms

All the downloadable forms for use with this service can be found at business.hsbc.uk/account-services.

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Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak with us using the live chat service on our website, by visiting one of our branches or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more, please get in touch. You can also visit business.hsbc.uk/accessibility or business.hsbc.uk/contact-us.

business.hsbc.uk