

Business Internet Banking (BIB) Managing Service Guide

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1. Service Features

Business Internet Banking lets the business:

- ◆ 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
- ◆ access the accounts of your other businesses from a single logon
- ◆ obtain real time account balances and a year's transaction information on your sterling current, savings and loan accounts
- ◆ view at least 6 years of statements for both business and savings accounts available in PDF format
- ◆ view last night's statement balance for foreign currency accounts
- ◆ view Business Card and Commercial Card account balances and transactions (including last 8 months)
- ◆ view Business Card and Commercial Card statements. Download in PDF format
- ◆ review company/individual Business and Commercial Card cardholder limits and submit a request to increase and/or decrease limits
- ◆ block/unblock your debit/credit card and report your debit/credit card lost or stolen
- ◆ 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
- ◆ forward date bill/BACS payments up to 45 days in advance
- ◆ store unlimited bank account details for bill/BACS/CHAPS payment beneficiaries
- ◆ amend/delete bill payment beneficiaries or specific bill/BACS payment references via manage payees function
- ◆ make transfers between accounts subject to available funds¹
- ◆ create, view, amend or cancel standing orders
- ◆ view or cancel Direct Debits
- ◆ change your business address and contact details
- ◆ order a replacement cheque or paying-in book
- ◆ stop a cheque
- ◆ request a copy of a cheque or credit to assist with account reconciliation
- ◆ Primary Users or Secondary Users with suitable privilege can set-up and amend access and control rights for other users online
- ◆ seamlessly link your business bank account data with your accounting software; our current accounting software partners are Sage
- ◆ access Open Banking, a new and secure digital platform to make it easier for you to share your account information securely with organisations – including other banks and third parties
- ◆ review all activity made by all users for 12 months on the Business Internet Banking service
- ◆ allow Primary Users to apply online for Overdrafts, Small Business Loans, Commercial Cards and Business Money Manager (subject to eligibility criteria)
- ◆ send and receive secure messages from HSBC
- ◆ get answers to common queries through our Ask Andrew tool
- ◆ start a Live Chat with one of our agents
- ◆ get telephone support – for details of Business Internet Banking helpdesk opening hours go to **business.hsbc.uk/bib-help-centre/contact-us**.

¹ Transactions made using the transfer function of Business Internet Banking are only subject to available funds or an agreed overdraft covering the transfers and not any payment limits.

2. Service Availability

Business Internet Banking is usually available seven days a week, 24 hours a day, apart from the scheduled maintenance periods, which will usually be from midnight Saturday until 8am Sunday. The service may be unavailable for some or all of this maintenance period.

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

3. Online Security

You can help your business protect itself, and its users, whilst online. Some of these measures are simple, others may require a little time invested, or additional help from a PC support resource. For more information, go to business.hsbc.uk/bib-help-centre/staying-safe-online.

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

4. Primary Users/Secondary Users

The nominated 'Primary User' will have full control over the business bank accounts when accessed via the Business Internet Banking 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 Business Internet Banking service.

The Primary User may create and delegate various access and control rights (including payment limits) to other individuals ('Secondary Users'). An explanation of how a Primary User does this is provided in the '**Set-up Business/User**' guide available from the Business Internet Banking Help Centre at business.hsbc.uk/bib-help-centre.

To change the Primary User, a '**Replace Primary User**' form should be completed. This form can be found in the Business Internet Banking Help Centre. The form can also be found in the '**Online Forms**' section within Business Internet Banking.

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 and the relevant permission levels before this form is submitted, as those details can't be amended until the new Primary User has set him/herself up.

5. Security Device

In order to access the Business Internet Banking service, each user will require their own security device.

- ◆ 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 code has been entered during logon, it will not be accepted again. Because of this, the security device offers increased protection against risks such as phishing and spyware.
- ◆ In addition, you'll be asked to authorise the set-up of any new payment beneficiary and confirm the set-up of any Secondary User and/or the editing of any existing user's details. Full on-screen instructions will be available.
- ◆ This device will also allow the user access to the business accounts from any internet connected computer.
- ◆ This gives the user the flexibility of working from home or the office (using the same username, password and security device).

Further information and Frequently Asked Questions about the security device, can be found within the BIB Information Centre, hsbc.co.uk/bibinfo under '**Your Security Device**'.

5.1 Lost/Faulty Security Device

In the event a user loses their security device or it becomes faulty, our Helpdesk (see section 12 for details) should be contacted so we can arrange for a replacement. Whilst the user is without their security device, they will not be able to access the business accounts on Business Internet Banking unless they have access to the Business Banking mobile app.

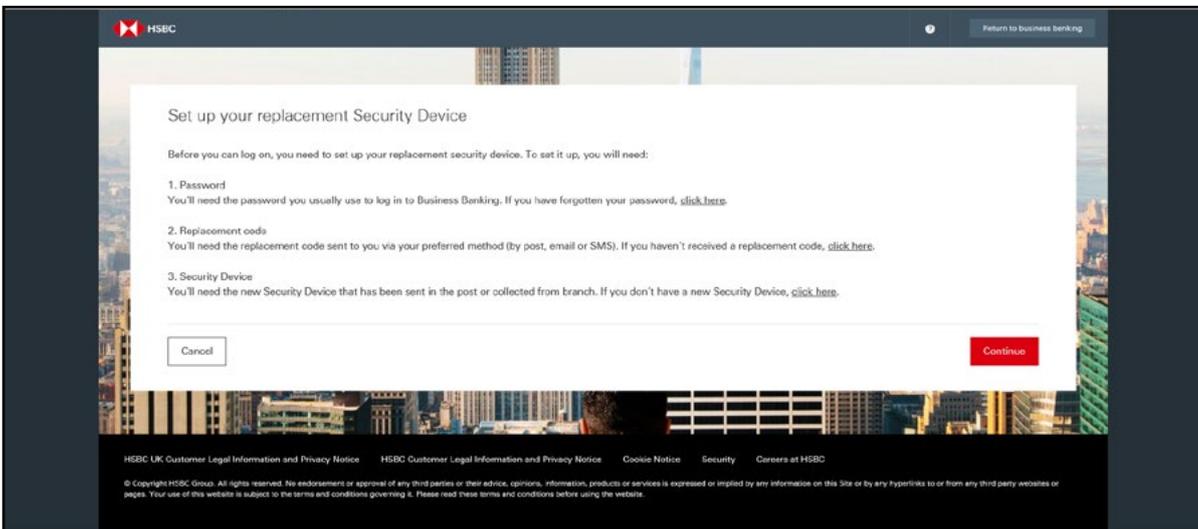
The Primary/Secondary user will be sent a replacement security device by post and a security device replacement code by email, SMS or post.

5.2 Activate Replacement Security Device

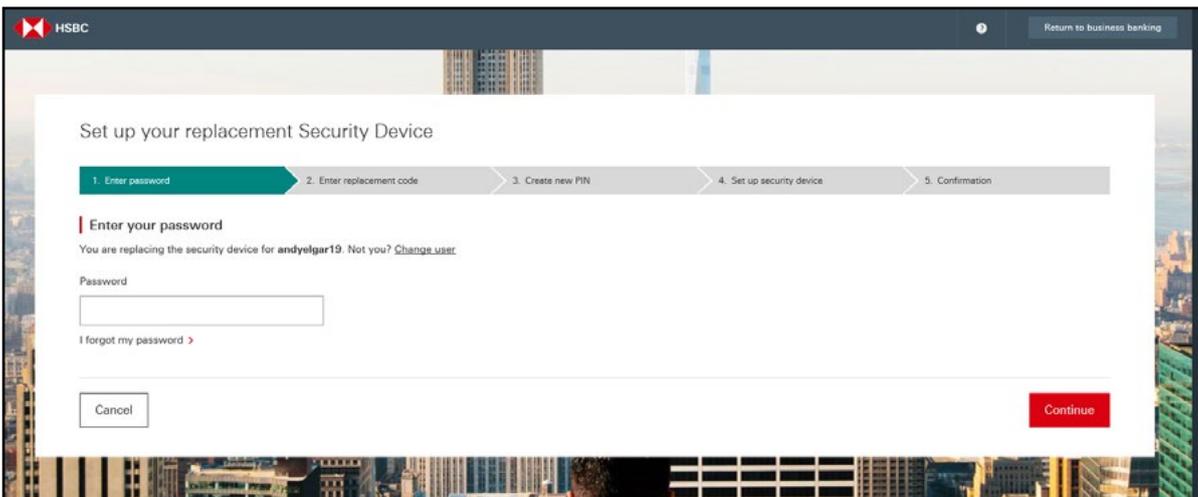
If a user requests a replacement security device, the service will automatically take them through the necessary screens to activate the new device.

To activate the security device, they will need to:

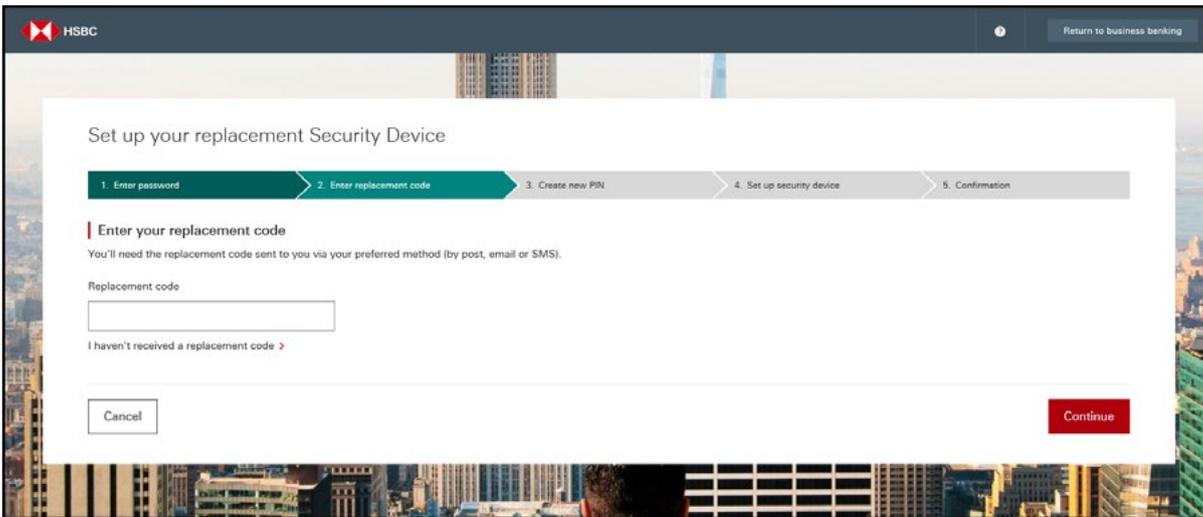
- ◆ Login as normal to Business Internet Banking to receive this screen.
- ◆ Make sure you have your password, replacement code and your security device, then click '**Continue**'.



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



- ◆ Enter your replacement code in the box provided, then click '**Continue**'.



HSBC

Return to business banking

Set up your replacement Security Device

1. Enter password 2. Enter replacement code 3. Create new PIN 4. Set up security device 5. Confirmation

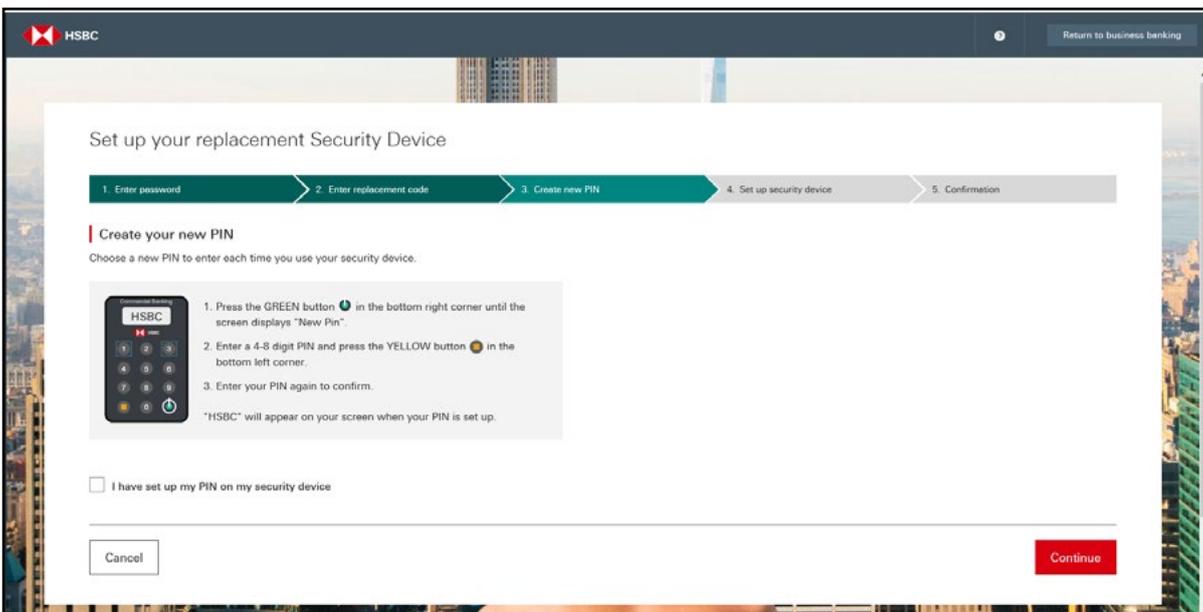
Enter your replacement code

You'll need the replacement code sent to you via your preferred method (by post, email or SMS).

Replacement code

[I haven't received a replacement code >](#)

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



HSBC

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Set up your replacement Security Device

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Create your new PIN

Choose a new PIN to enter each time you use your security device.



1. Press the GREEN button in the bottom right corner until the screen displays "New Pin".
2. Enter a 4-8 digit PIN and press the YELLOW button in the bottom left corner.
3. Enter your PIN again to confirm.

HSBC will appear on your screen when your PIN is set up.

I have set up my PIN on my security device

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

HSBC

Return to business banking

Set up your replacement Security Device

1. Enter password → 2. Enter replacement code → 3. Create new PIN → 4. Set up security device → 5. Confirmation

Enter the device serial number

You can find your device's 10 digit serial number on a white sticker on the back of the device.

Device serial number

52 - -

▲ Your device serial number must be 2 - 7 - 1 digits in length.

Generate a security code using your new PIN

Generate a security code with your device, using the new PIN you have set up.

6 digit security code

 1. Press the GREEN button in the bottom right corner until the screen turns on.
2. Enter the PIN you just set up and HSBC will appear on your device.
3. Press the GREEN button again to generate a 6 digit security code. Enter the security code as shown on the device.

Cancel Continue

- ◆ This completes the process, click '**Continue**' to logon.

HSBC

Return to business banking

Set up your replacement Security Device

1. Enter password → 2. Enter replacement code → 3. Create new PIN → 4. Set up security device → 5. Confirmation

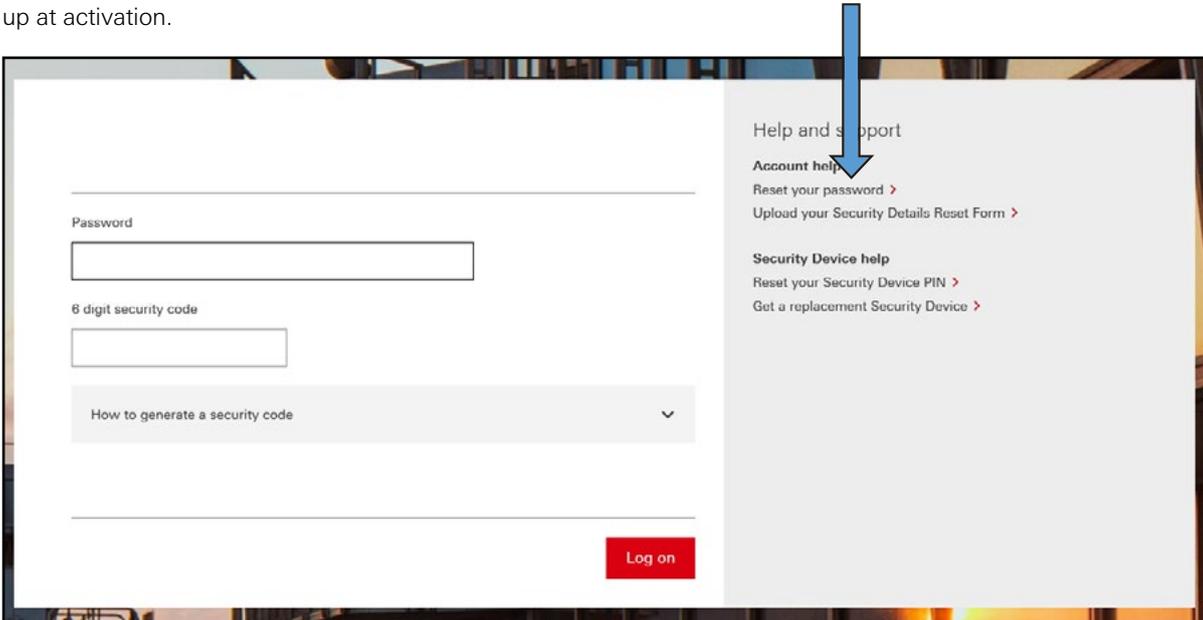
✓ Your security device has now been set up

You can now log on to Business Internet Banking.

Continue to log on

If you forget your username, please ring the helpdesk who'll identify you and help you with this request.

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.



6. Function Overview

The following section details all of the functionality within Business Internet Banking and explains what it allows a user to do. Comprehensive help is available on most pages in Business Internet Banking by clicking '**Help for this page**'.

6.1 Accounts

Balances

A balance is the actual balance on your account at the time of your enquiry (including 'uncleared' funds, for example cheques paid into your account) on 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 'Last updated at' the time displayed. Please note, some transactions e.g. paper items like 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 date and time displayed.

On Foreign Currency Accounts (also known as International Bank Accounts) 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 date and time displayed.

You can see an additional 4 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 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 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 – not available for Foreign Currency Accounts.

This is our estimate of your end of day cleared balance. 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.

Savings 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 write out.
- ◆ 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 the 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 (including BACS 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 in the future. They may be recalled, returned or reversed at any stage. 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.

Included	Excluded
BACS Payments	International Payments
Outward Direct Debits	CHAPS Payments
	Incoming Direct Debits
	Outgoing Standing Orders
	Outward Bill Payments
	Faster Payments
	Cash Transactions
	Incoming Cheques (excluding HSBC cheques)
	Outbound Cheques (viewable after 6pm)

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. Please see the table above for details on what types of transactions can be seen.

Statements

- ◆ Up to 6 years of statements can be viewed depending on the type of account you have.
- ◆ Sterling current account and savings statements can be downloaded as a PDF. You can also view applicable Credit and Debit Interest Rates for your accounts via the Statement function.
- ◆ 8 months of Commercial Card or Business card statements can be viewed and downloaded as a PDF.

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 '**Manage Statements**'. Unless you've elected not to receive a paper statement, statements will 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

Charges and Interest statements are posted to you every month. The Charges and Interest functionality allows users to view, print and download their charges and interest summaries or download them into a software package.

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.

6.2 Account Services

Business contact details

If you're a Primary User, you can change your UK registered, trading and correspondence address. You can also amend the registered email addresses and telephone numbers for your business.

To change an address that's outside the United Kingdom, please visit our online forms section and complete our '**Change of Address**' form.

Manage bank feeds

- ◆ Set up and manage bank feeds to your accounting software.
- ◆ To start transferring transactional data from your accounts to your accountancy package, click on '**Set up bank feeds**'. You need to be registered with a partner provider to use this tool. The provider will be able to give you instructions if you'd like to sign up for their services. Currently, HSBC supports bank feed connections for current, savings and foreign currency accounts.
- ◆ To start disconnecting existing account connections, you must click on '**Disconnect accounts**' next to the logo of your provider on the landing page. Further details can be found in section 8 of this document.

In addition, a dedicated user guide can be found here business.hsbc.uk/accounting-software-integration.

Manage statements

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 '**Manage Statements**'.

Unless you've elected not to receive a paper statement, statements will still be posted to you.

Online forms

Register or add new users to Business Telephone Banking, set up new mandates or amend payment limits. Business Internet Banking Application Form, Business Debit Card Application Form, Business Internet Banking Replace Primary User Form, Change of Address Form, Mandate for Limited Company, Mandate for Limited Liability Partnerships, Mandate for Partnership Accounts, Mandate for Society Club Association, Request to Add and or Remove Signatories from an Existing Mandate.

Open Banking access dashboard

Open Banking allows you to share your HSBC account information with third parties without sharing your login details. It enables third parties to access your data and provide you with services. You can also use it to initiate payments. However, we won't share information or allow payments without your authority. Further details can be found in section 7 of this document.

Block or unblock card

- ◆ Temporarily block or unblock **debit cards**. Your card will be blocked until it's either reported lost, stolen or unblocked.
- ◆ No cash withdrawals can be done on a card that is blocked. If a blocked card is found the card should be unblocked before it's used.
- ◆ If card is lost or has been stolen contact us immediately and report it. We will cancel the card and send a new one, which will have a new card number. For debit cards you can do this in the report card lost or stolen section.

For **credit cards** or **charge cards** if your card is lost or has been stolen contact us immediately and report it. You can find the phone number by selecting '**Useful contacts**' from the '**Contact and support**' menu.

Report your debit card lost or stolen

If you report your debit 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.

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 provides you with the facility 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.

6.3 Make Payments

Business Internet Banking puts the business in control by letting you set an overall daily payment limit for the business of up to a **maximum of £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 Payments option handy and uncomplicated. With the Bill Payment option, you make sterling UK payments one at a time to a single beneficiary.

- ◆ Bill payments are normally received by the beneficiary's bank and should be available within two hours providing the beneficiary sort code and account number accepts Faster payments. In all other cases the payment will take a minimum of two working days. Details of Bill Payments made, are available (real-time) from the 'Recent Transactions' function within 'Your 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 beneficiaries or existing beneficiaries. If you're setting up a new payee, make sure you have the full and correct name of the business 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 beneficiaries created online can also be used at the telephone. A charge is levied in accordance with your agreed account tariff for each payment made.
- ◆ The Faster Payment service is available 24 hours a day, 7 days a week and 365 days a year². If the payment can't be made using the Faster Payment service, you must make the payment by 8pm the night before you want the payment to be sent. Certain payments to HSBC accounts will be subject to a later cut-off time than this (up to 11.30pm) but you should not rely on this.

² Excludes planned maintenance outages.

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.

In order to help protect you against fraud we'll sometimes ask you additional questions about a payment and recommend ways to ensure it's genuine. The answers you give to the questions and the warnings displayed are captured in Activity History.

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 sometimes ask you additional questions about a payment and recommend ways to ensure it is genuine. The type of questions asked are around what is the relationship of the payee to the business (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 answers to the questions and the warning is captured in Activity History.

Make a BACS payment

The BACS payment option is ideally suited to established businesses that make frequent sterling UK payments, especially bulk payments such as salaries. BACS payments can be made in batches of up to 25 beneficiaries (one debit), so you don't need to make payments one-at-a-time. Payments are made in sterling and addressed to beneficiary accounts domiciled 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 is levied in accordance with your agreed account tariff for each payment made to a beneficiary.
- ◆ You can cancel future-dated payments up to 6.30pm 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.

Make a CHAPS payment

The Clearing House Automated Payments System (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, 8am to 5.10pm (payments outside of these times, on public holidays or future dated are not accepted).

The CHAPS payment option is particularly useful to businesses who need to make urgent payments where funds need to be received the same day. CHAPS payments are made in sterling to accounts domiciled in the UK.

Like Bill payments, each CHAPS payment is created individually and will contain one beneficiary. Payments are subject to available funds in your account. The main difference between Bill 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 beneficiary 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. 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 currency within the UK. This gives you the flexibility to trade with international companies and organisations. Before making a payment you can check the latest HSBC exchange rates on all available currencies.

Sending international payments can often be a daunting - that's why the International Payment service on Business Internet Banking has been specifically designed to make this simple and easy. The key to making a Priority Payment is to ensure you have all of the essential payee details and enter them accurately in the payment instruction. Business Internet Banking will ask you for the information it needs to be able to make your payment quickly and efficiently. As a general 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 payee's 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 of the payment details with the payee before attempting to make a payment.
- ◆ In addition, when sending international payments abroad you should always provide an explanation/reason for the payment in the 'Message to Payee' field.

When making an International payment in Business Internet Banking there needs to be sufficient funds in the debiting 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 Business Internet Banking.

Charges

For every International payment made, an HSBC charge will be debited from your account in accordance with the Business Banking Price list. 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. Your payee's charges will be paid by your payee.
- ◆ For Swift payments 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 are notified of the charges and will send you an advice.
 - Sender to pay HSBC (UK) charges only. Select this option to pay 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.

International payments in sterling and payments in other currencies

You can give us instructions to make international payments at any time via Business Internet Banking.

Payment instructions given before the cut-off times below will be actioned on the same working day and any instructions given afterwards will be actioned on the next working day.

To accounts in the EEA in euro and sterling	<ul style="list-style-type: none"> ◆ 3.30pm (Business Internet Banking and Business Telephone Banking) ◆ 2.00pm (in branch) 	Next working day
SEPA credit transfer	<ul style="list-style-type: none"> ◆ 1.30pm (Business Internet Banking) 	Same working day
All other payments	<ul style="list-style-type: none"> ◆ 6.00pm for US Dollars <p>For other foreign currencies, please check. We can't make payments in some currencies</p>	Usually up to four working days (but may take longer depending on the country the money is being sent to)

For further details on International Payments please read our Business Banking Terms and Conditions.

Transfers

Transfers are the immediate movement of monies from one HSBC bank account to another HSBC bank account, provided they both appear on the same Business Internet Banking profile (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 may 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 from/to any of the accounts within their Business Internet Banking set-up. Secondary Users will need to have been granted the 'Transfers' entitlements and access to the relevant accounts in order 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 another transfer, 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 Business Internet Banking.

Payment Authorisation

Payments input by Secondary Users which exceed the user's transaction payment limit or individual daily limit, but are below your business daily payment limit, require Payment Authorisation.

Any user with a limit sufficient 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 are:

- ◆ accessible via Business Internet Banking
- ◆ 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 the third party provider 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 third party provider 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

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 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 standing orders**'. Expand the row in the table of the standing order you want to cancel and select '**Cancel future payments**'. If a payment is due on the same day you make the cancellation, it'll be too late to cancel that payment. For more information, please contact the Business Internet Banking Helpdesk.

6.4 Manage Payments

Pending transfers

- ◆ View or cancel future dated transfers.
- ◆ Pending Transfers are transfers which have been created with a future payment date. Pending Transfers can be cancelled at any time before midnight 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

- ◆ View or cancel future dated transfers.
- ◆ 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). Up to 200 payments can be displayed (each BACS payment can contain up to 25 beneficiaries).
- ◆ Users authorised to create payments on a selected account can see the Pending Payments for that account.
- ◆ Payments awaiting authorisation can only be seen by users with the power to authorise, by selecting the '**Authorisation**' option from the main menu on the left side of the screen. Once authorised the payment will appear in '**Pending Payments**'.
- ◆ 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 approximately 6.30pm on the day before the payment commences the BACS payment cycle (e.g. if the BACS payment will credit/debit on Thursdays, you have until 6.30pm on Monday to cancel the payment through Business Internet Banking). 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 until midnight on the day before the payment cycle begins. For example, a payment due to debit your account ('Payment Date') on 31st October could be cancelled until midnight on 30th October.

Manage Payees – Domestic

As part of the enhanced payee management functionality, we've combined all Bill Payment, BACS and CHAPS payees under a new heading of Domestic payees, which 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 to add payees without making a payment to them. 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 new 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.
- ◆ In order to help protect you against fraud we'll sometimes ask you additional questions about a payment and recommend ways to ensure it's genuine. The answers you give to the questions 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 left hand navigation.
- ◆ You can also continue to add payees directly within the Bill Payments, BACS, CHAPS and International payments journeys as well.
- ◆ You can currently create new Bill payees, or edit and delete existing Bill payees, via the Bill payment tab in Manage Payees. You will require Bill payment entitlement to access the Bill payment tab.
- ◆ 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, an International payee that's stored in your payee list.

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 International payee record will be removed from your payee list.

Manage Standing Orders

With Standing Orders, you instruct us to make regular payments of a fixed amount on a specific day or date to one beneficiary. With Direct Debits, you authorise us to let a beneficiary take money from your account (Direct Debit dates and amounts may vary between payments).

- ◆ 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**'. If a payment is due on the same day you make the cancellation, it'll be too late to cancel that payment. For more information, please contact the Business Internet Banking Helpdesk.
- ◆ You can view expired or cancelled Standing Orders in Business Internet Banking 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 Business Internet Banking 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 screen provides you with the ability to stop a cheque or range of cheques.

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.

Paym

HSBC Business Paym allows you to link a UK mobile phone number to an eligible account, to allow your customers to pay you using that number – without the need for you to provide further account information.

- ◆ To send you a payment your customers simply log on to their existing mobile banking app and enter one of your registered mobile phone numbers instead of entering your bank details.
- ◆ You'll need to ensure that you can contact the mobile phone holder, as an activation code will be sent to the phone by text message which is required to complete the registration.
- ◆ Paym allows you to register up to 50 mobile numbers to any eligible account. The page will list all your existing mobile numbers to account registrations.

6.5 Products and Services

In this section of Business Internet Banking, Primary Users can apply for products (subject to eligibility criteria).

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 must have an HSBC Business Account to apply for a Commercial Card and set up a Direct Debit from that account to make repayments.

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

Business Savings account

Earn interest on surplus cash while keeping funds easily available for your business.

6.6 Manage Users

This function will allow the Primary User or any Secondary User (with the Manage User permission), the authority to create, amend or delete Secondary Users. Secondary Users can be created with the same or lesser rights than the user setting them up.

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, accounts 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 Business Internet Banking. The check can take up to one working day 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 Secondary User 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 User name
3. Select '**Delete**'
4. Select '**Confirm**'.

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

Activity History

View details of activities made through Business Internet Banking or Mobile Banking.

The following activities will be reported under 'Activity History'. Only activities made through Business Internet Banking, Mobile Banking and Open Banking will appear under Activity History.

- ◆ Business details: Change address, Change contact details
- ◆ Cheques: Stop a cheque, Trace a cheque, Order cheque book, Deposit a cheque via mobile
- ◆ Direct Debits, Cancel Direct Debit
- ◆ Log off, Log on
- ◆ Manage bank feeds: Set up bank feeds, Disconnect bank feeds
- ◆ Manage cards: Amend limit, Commercial card application
- ◆ Block card, Unblock card, Report card lost or stolen
- ◆ Manage loans: Small business loan application
- ◆ Manage overdraft: Overdraft application
- ◆ Manage payees: Add payee, Delete payee, Amend payee, Confirmation of Payee check
- ◆ Manage savings: Create savings account
- ◆ Manage statements
- ◆ Manage users: Create user, Amend user, Cancel user
- ◆ Open Banking access: Open Banking cancel access, Open Banking grant access, Open Banking funds check
- ◆ PAYM: PAYM register, PAYM amend, PAYM deregister
- ◆ Payments BACS: Create BACS payment, Authorise BACS payment, Cancel BACS payment
- ◆ Payments Bill: Create Bill Payment, Authorise Bill Payment, Cancel Bill Payment
- ◆ Payments CHAPS: Create CHAPS payment, Authorise CHAPS payment, Cancel CHAPS payment
- ◆ Payments International: Create International payment, Authorise International payment, Cancel International payment, Delete International payee
- ◆ Secure message: Create message, Delete message
- ◆ Standing orders: Cancel SO, Create SO, Edit SO
- ◆ Transfers: Create transfer, Delete transfer.

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 delete messages they can view.

7. Open Banking

Open Banking is a secure digital platform for HSBC and other banks to enable you to share your financial information (account data and transaction data) with authorised Third Party Providers (TPPs).

To use Open Banking, you must be registered for Business Internet Banking. Customers should only use a TPP that is authorised by the FCA

- ◆ 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 revoke the authorisations you've provided to TPPs on the Open Banking access dashboard.

Open Banking Access Dashboard

The dashboard is a hub of information related to each Open Banking authorisation. It allows you to view and revoke TPP access and authority to share your information.

1. **Active Authorities:** This dashboard displays the list of TPPs and active authorisations that you've consented 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 authorisation 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. **Revoke Authority:** If you no longer want to share your information with a particular TPP, you can cancel your authority at any time. To cancel authority for the bank to share your information, click on the '**Revoke Authority**' – this can only be done by the Primary User.

4. **Confirm Cancel Authority:** Once you've cancelled an authority, 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 to indicate you've cancelled an authority to share information with a TPP will be displayed.

6. **Expired Authorities:** Revoked or Expired authorisation will be marked 'Expired on the dashboard'.

Open Banking Activity can be viewed in Activity History.

Customers should only use a TPP that is authorised by the FCA.

8. Manage Bank Feeds

If your business uses Sage, you can integrate Business Bank Account statement data with your accounting software package. This service will automatically provide your most recent banking activity to enable you to reconcile your accounts.

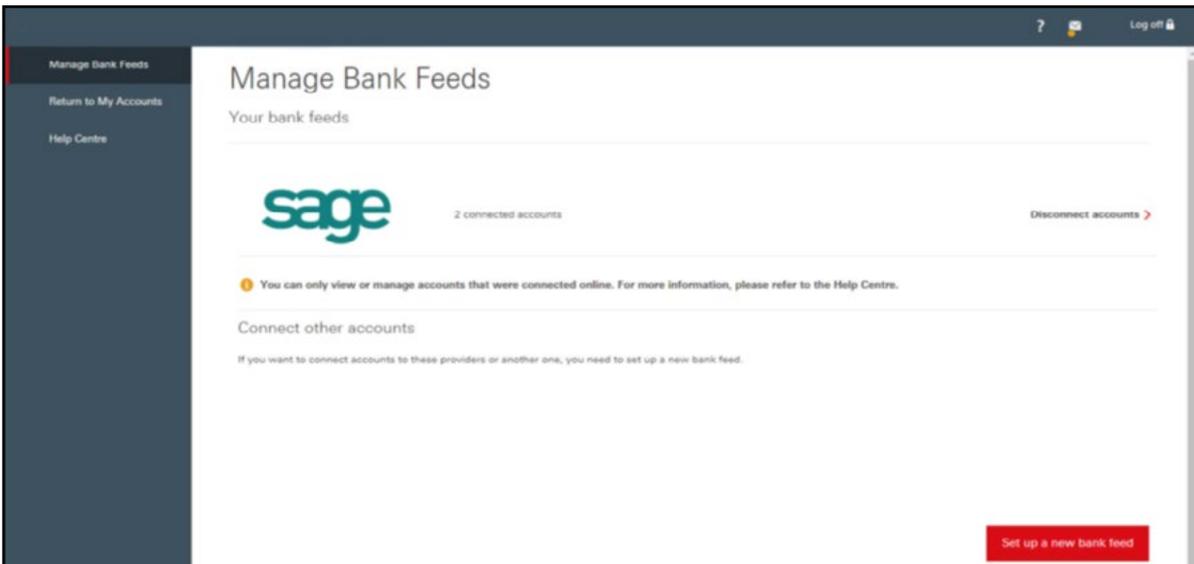
You need to be a Primary User of Business Internet Banking to use this service. To link your business account with your accounting software, select the '**Manage Bank Feeds**' button on the Account Overview screen. You'll see an overview of the tool. You can then select the '**Set up a new bank feed**' button and connect accounts to the Sage service on the next page.

If you use Xero, please note they will not support NEW bank feeds from this service as of 11 February 2021. You'll need to contact them for alternative options for setting up your bank feeds. If you have existing feeds on this service, they'll remain operational until further notice from Xero.

Should you use Sage as your accounting software provider, you'll set up bank feed directly in HSBC Business Internet Banking.

If your business uses QuickBooks, please note they will not support NEW bank feeds from this service as of 11 February 2021. You'll need to contact them for alternative options for setting up your bank feeds. If you have existing feeds on this service, they'll remain operational until further notice from Intuit Quickbooks.

You can check which accounts are connected and cancel bank feeds for all or selected accounts by going to the '**Manage Bank Feeds**' page and choosing '**Disconnect accounts**'.



If a third party provider removes their services from HSBC we will endeavour to give as much notice as possible.

9. Payment Limits

Payment Limits – Business

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 bank/business and cannot exceed £100,000.

These limits apply to the business.

Limit Type	Description
Daily Payment Limit	This is the maximum value of payments a business can make in one day. This is set by the bank/business and cannot exceed £100,000.
Daily Payment Limit – BACS payment	This is the maximum value of BACS payments a business can make in one day.
Daily Payment Limit – Bill payment	This is the maximum value of bill payments a business can make in one day.
Daily Payment Limit – CHAPS payment	This is the maximum value of CHAPS payments a business can make in one day.
Daily Payment Limit – International payment	This is the maximum value of international payments a business can make in one day.

Payment Limits – User

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

These limits apply to an individual user and are controlled through the

'**User Administration**' function.

Limit Type	Description
Daily Payment Limit – BACS payment	This is the maximum value of BACS payments a user can make in one day.
Daily Payment Limit – Bill payment	This is the maximum value of bill payments a user can make in one day.
Daily Payment Limit – CHAPS payment	This is the maximum value of CHAPS payments a user can make in one day.
Daily Payment Limit – International payment	This is the maximum value of international payments a user can make in one day.
Single Payment Limit – BACS payment	This is the maximum amount that a user can make a BACS payment for without it needing to be authorised.
Single Payment Limit – Bill payment	This is the maximum amount that a user can make a bill payment for without it needing to be authorised.
Single Payment Limit – CHAPS payment	This is the maximum amount that a user can make a CHAPS payment for without it needing to be authorised.
Single Payment Limit – International payment	This is the maximum amount that a user can make an international payment for without it needing to be authorised.

Amend a Payment Limit

To amend or request a Payment Limit please complete the Business Internet Banking Limit Amendment Form. You can access this form from the Online Forms section in the left hand menu of BIB or on the public website:

business.hsbc.uk/account-services.

10. BIB on a mobile device – HSBC UK Business Banking app

- ◆ View your balances and recent transactions, including next day transactions on all your HSBC UK business accounts
- ◆ Scan and instantly deposit cheques securely to save you time
- ◆ Make transfers between your accounts and make payments to both new and existing payees
- ◆ View and cancel Standing Orders and Direct Debits
- ◆ Update business contact details
- ◆ Block/unblock Debit Cards
- ◆ Report your Debit Card lost or stolen
- ◆ Access your app using Smart security with biometric log on
- ◆ In-app support from a Virtual Assistant provided by HSBC.

Further details of the app can be found at:

business.hsbc.uk/business-mobile-banking.

11. Deregistering the Business

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

12. Other Points of Reference

Online help

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

Ask Andrew

Our online help tool with over 1,700 answers to frequently asked questions.

LiveChat

Start a chat with one of our LiveChat agents. Note, a chat can only be started once an agent becomes available, with an invitation to chat automatically appearing on screen.

Business Internet Banking Information Centre

Located at **business.hsbc.uk/bib-help-centre** this dedicated website provides detailed guidance and further information on the Business Internet Banking service. The main sections include:

- ◆ **Your Security Device** – everything you need to know about your Security Device, plus answers to your questions and a handy troubleshooting guide.
- ◆ **Activating Business Internet Banking** – find out just how easy it is to get your Business Internet Banking up and running.
- ◆ **Using Business Internet Banking** – explore the wide range of services you can access through Business Internet Banking and find answers to our most frequently asked questions.
- ◆ **Using Business Mobile Banking** – discover how our app can help you manage your business accounts when you're on the move.
- ◆ **Staying safe online** – learn how you can enhance your online security, how we're protecting your business online, how you can report any suspicious activity.
- ◆ **System requirements** – make sure you're getting the best possible browsing experience when using Business Internet Banking.
- ◆ **Fraud Guide** – helping you to protect yourself against fraud.

Business Internet Banking Helpdesk – this dedicated Helpdesk provides further guidance and general information on the Business Internet Banking service. The Helpdesk can be contacted on **0345 602 2014** or from overseas **+44 1792 496 941**. For latest opening hours please go to **business.hsbc.uk/contact-us**.

Business banking website - located at **business.hsbc.uk** provides details of current products and services offered by HSBC.

Forms – all the downloadable forms for use with this service, can be found at **business.hsbc.uk/account-services**.

