



## HSBC Global Transfers service



### **Find out about HSBC Global Transfers in China**

Now you can enjoy *real-time* foreign currencies fund transfers between your HSBC accounts in your country and **China** through our Internet Banking. And this service is totally **FREE** for our Premier customers!

- ◆ Cross-countries foreign currencies funds transfers are completed in seconds
- ◆ Support up to 10 currencies for transfers to and out of China – including USD, CAD, EUR, AUD, GBP, HKD, SGD, NZD, CHF & JPY
- ◆ Absolutely FREE for HSBC Premier and Advance customers.
- ◆ Via single log-on to our Internet Banking service, you can view all your accounts opened with any HSBC branches around the world, and initiate Global Transfers between them

### **Global Transfer Transaction limits:**

Customer Category	Transfer Type	Transfer Limits Applicable
<i>For HSBC China, daily limit of USD\$200k for all transfers (including inward &amp; outward) is applied.</i>		
Non China Residents	To China	Subject to “ <b>Foreign Debt Control</b> ” in China. If the total deposits account balance (including Savings, Time deposits and Structured deposits) held in HSBC China exceeds USD\$500k, the transfer may not be credited instantly.
	From China	No additional limit
China Residents	To China	No additional limit
	From China	1. Limit of <b>USD\$50k</b> for each transfer; 2. Daily limit of <b>USD\$50k</b> for all outward overseas transfers (via all channels);

\* The transaction limits may change from time to time subject to regulatory and/or internal requirements.

### **FAQ**

#### **Q1: How can I open account in HSBC China?**

A1: As one of the key benefits of HSBC Premier in terms of Global Connectivity and International Recognition, we would be very happy to open accounts for you in HSBC China and your Relationship Manager will provide you with all the assistance you need. Please consult your Relationship Manager for details.

To access and manage your accounts easier, we highly recommend you register HSBC China Internet Banking service via [www.hsbc.com.cn](http://www.hsbc.com.cn). Upon your registration, an Internet Banking security token will be mailed to your correspondence address within 14 working days. You can then link up your HSBC accounts in China.

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**Q2. How can I link up HSBC accounts in different countries/territories via Internet Banking?**

A2. First of all, you need to have active HSBC Internet Banking user profile in the country/territory you want to add. Upon selecting the country to add, you need to input the PIB username, password, and token/security questions based on the hints shown on the screen.

**Q3. What are the service hours of Global Transfer?**

A3. Service hours are 24 x 7, except the regular PIB maintenance windows (usually early in the morning during weekends). Please check the maintenance schedule in the Internet Banking logon page.

**Q4. Can I transfer to my family in China using HSBC Global Transfer?**

A4. Global Transfer only supports transfers of funds between accounts under the same account holder name. To enjoy the convenience and free-of-charge privilege of Global Transfer,, you can transfer funds to your own HSBC accounts in China via Global Transfer service, then convert the foreign currency savings into Chinese Yuan (subject to an annual quota of USD\$50k) and make payment in Chinese Yuan to your family in China. All of the above transactions can be done conveniently through HSBC China Internet Banking.

**Q5. Can I only do both same-currency and cross-currency Global Transfer?**

A5. Yes, both are supported but for foreign currencies only. For cross-currency exchange, an indicative exchange rate will be shown in the Global Transfer review page and the confirmed exchange rate will be shown in the confirmation page after the transfer is successfully executed.

**Q6. What Global Transfer instructions can I place?**

A6. For transfers from overseas to China, you can choose among immediate, future date and recurring transfers. Meanwhile, for transfers from China to Overseas, you can choose either immediate or future date transfers. Recurring transfer is not available due to regulatory requirements.

**Q7. I have used Global Transfer service using another country's HSBC Internet Banking. Does HSBC China's Global Transfer service website look the same as other countries?**

A7. In general, the look-and-feel and process are the same except for transfers from China to overseas. An auto-filled Balance of Payment (BOP) form will be displayed for your review and confirmation after you have completed the currency, amount, debit and credit account. This is mandatory under China regulations on Foreign Exchanges administration.

**Q8. Can I review the previous Global Transfer transactions that I have executed?**

A8. Yes, you can review all previous Global Transfer transactions completed up to the past 12 months. Please select the country of transfer out and the debit account in the "View Transfer History" page.

**Q9. What can I do if I encounter problems when linking up my HSBC accounts via Internet Banking or when using Global Transfer?**

A9. Please contact the HSBC Personal Banking hotline of your country or your Relationship Manager if you encounter any problems.