



Guideline for Payment Helpdesk

Insufficient Fund



Ensure the fund is available (including charges) prior sending payment instruction to HSBC.

Exchange Rate



- Ensure the exchange rate information provided prior sending payment instruction to HSBC.
- Input the valid foreign exchange rate in the instruction (SPT number / Contract number / EOS number)

Call Back



- Ensure the customer's phone number in Bank's record is valid and updated.
- Ensure that customer can be contacted for payment confirmation. callback.

Purpose of Payment



Provide payment purpose for CNY, THB and MYR currencies.

Smartform Guidance

Step 1:

Select the correct product according to the type of transaction:

- SKN, for local payment instruction with amount below IDR 100,000,000.
- RTGS, for local payment instruction with amount above IDR 100,000,000.
- IHT, for HSBC inter-bank account payment.
- TT, for foreign currency payment.

Step 2:

Input the appropriate payment currency according to the debit account currency.

Step 3:

Input the correct payment value date in the payment instruction.

Step 4:

Ensure the Authorize Signor has the appropriate authority according to the Bank's record.

Step 5:

Ensure the beneficiary name and beneficiary account information are inputted in the correct field.

Step 6:

Select the appropriate Fund Transfer Charges.

Step 7:

Please refer to Smartform guidelines for further information.

Please click the button to download the form.

English

Bahasa Indonesia

Beneficiary Bank Details for Telegraphic Transfer



Ensure Beneficiary Bank and Correspondence Bank information valid prior sending an instruction to HSBC Payment Operation.

This documents is for client information only, for any further clarification please liaise with your RM