



## Notice of Changes in e-Cheque Services

With effect from **16 August 2024**, HSBC will no longer offer e-Cheque Deposit Box Service on HSBC public website ([www.hsbc.com.hk/accounts/products/current/echeque/](http://www.hsbc.com.hk/accounts/products/current/echeque/)) and e-Cheque Issuance and Deposit Services on HSBC Online Banking for personal customers. After that, personal customers can still deposit e-Cheques into their HSBC accounts through the e-Cheque Drop Box provided by the Hong Kong Interbank Clearing Limited on its website ([www.echeque.hkicl.com.hk](http://www.echeque.hkicl.com.hk)) or via its mobile application. Personal customers can also use Faster Payment System (FPS) services for local funds transfer and our bill payment service in HSBC HK App or HSBC Online Banking, or setup autoPay instruction via HSBC HK App for their payment needs.

In addition, other e-Cheque Services on HSBC Online Banking, including e-Cheque Status Summary, Stop-e-Cheque Request and Bank-Cert (Personal) Status will also cease from **13 September 2024**. If needed, personal customers can visit the e-Cheque Status Summary page on the HSBC Online Banking to check or save their deposited and/or issued e-Cheques before **13 September 2024**.

Commercial customers can continue to use e-Cheque issuance, deposit and other related services on HSBC Business Internet Banking. The e-Cheque deposit service on HSBCnet will also remain available. Meanwhile, commercial customers can still deposit e-Cheques into their HSBC accounts through the e-Cheque Drop Box provided by the Hong Kong Interbank Clearing Limited on its website ([www.echeque.hkicl.com.hk](http://www.echeque.hkicl.com.hk)) or via its mobile application.

To learn more about faster ways to pay bills, please visit the HSBC HK Website > Banking > Payments and transfers > select Local transfers, Bill payments or autoPay for details.

For enquiries, please contact us through “Chat with us” on HSBC HK App or HSBC Online Banking or call the following customer services hotlines (for personal customers):

- HSBC Global Private Banking customers: **(852) 2233 3033**
- HSBC Premier Elite customers: **(852) 2233 3033**
- HSBC Premier customers: **(852) 2233 3322**
- Other customers: **(852) 2233 3000**

June 2024

Issued by The Hongkong and Shanghai Banking Corporation Limited

## 有關更改「電子支票服務」通知

由 2024 年 8 月 16 日起，滙豐將停止網頁（[www.hsbc.com.hk/zh-hk/accounts/products/current/echeque/](http://www.hsbc.com.hk/zh-hk/accounts/products/current/echeque/)）上的「電子支票存入服務」及個人客戶在滙豐網上理財發出及存入電子支票的服務。此後，個人客戶仍可透過香港銀行同業結算有限公司網頁（[www.echeque.hkicl.com.hk](http://www.echeque.hkicl.com.hk)）或其手機應用程式的「電子支票存票服務」存入電子支票至滙豐戶口；亦可按轉賬或繳費需要，透過香港滙豐流動理財應用程式（「HSBC HK App」）或滙豐網上理財使用「轉數快」進行本地轉賬、繳費服務或於 HSBC HK App 上設立自動轉賬。

此外，滙豐網上理財的其他「電子支票服務」，包括「電子支票狀況摘要」、「要求停止支付電子支票」及「銀行證書（個人）狀況」等服務亦將於 2024 年 9 月 13 日起停止。如有需要，個人客戶可於 2024 年 9 月 13 日前於滙豐網上理財的「電子支票狀況摘要」頁面查詢或保存已存入及 / 或已發出電子支票的紀錄。

商業客戶仍然可以登入滙豐商務「網上理財」簽發及存入電子支票，或使用其他「電子支票服務」，而滙豐財資網（「HSBCnet」）的電子支票存入服務亦維持不變。此外，商業客戶仍可透過香港銀行同業結算有限公司網頁（[www.echeque.hkicl.com.hk](http://www.echeque.hkicl.com.hk)）或其手機應用程式的「電子支票存票服務」存入電子支票至滙豐戶口。

關於更多快捷繳費方式，請前往滙豐香港網頁的「銀行服務」分頁，選擇「轉賬及繳費」，然後選擇「本地轉賬」、「繳費服務」或「自動轉賬」。

如有查詢，您可於 HSBC HK App 或滙豐網上理財與我們進行「線上對話」或致電以下客戶服務熱線與我們聯絡（適用於個人客戶）：

- 滙豐環球私人銀行客戶：(852) 2233 3033
- 滙豐卓越理財尊尚客戶：(852) 2233 3033
- 滙豐卓越理財客戶：(852) 2233 3322
- 其他客戶：(852) 2233 3000

2024 年 6 月

由香港上海滙豐銀行有限公司刊發