

HSBC Commercial Banking eStatement Migration – Frequently Asked Questions (FAQs)

1. What is e-Statement?

e-Statement is an electronic version of your paper statement. It offers the same comprehensive information as the paper statement. A notification will be sent to your HSBCnet account mailbox when your e-Statement is ready for viewing/to be downloaded.

2. Is there a fee for e-Statements?

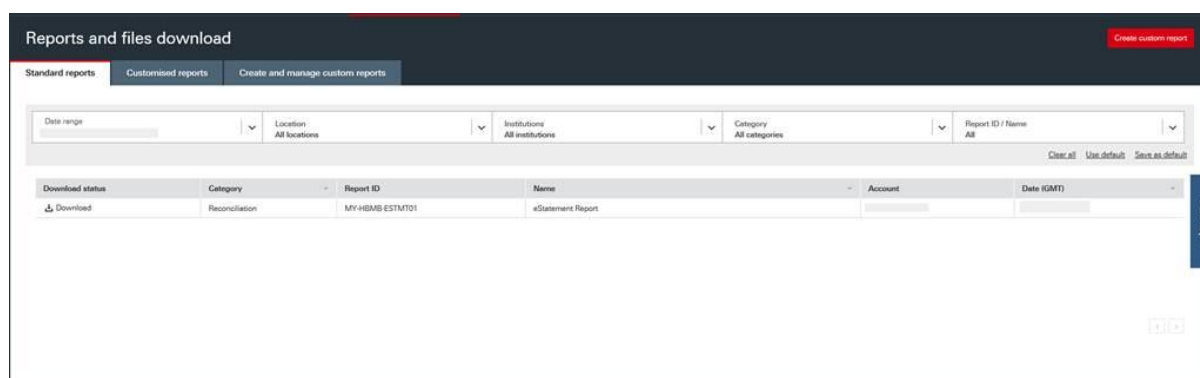
No. It is free of charge.

3. Will I continue to receive Paper Statements after enrolling for e-Statements?

No. We will stop mailing paper statements to your registered address. You can logon to your HSBCnet account to view/download your banking statements for a period up to 12 months from date of statement.

4. How do I view my e-Statements?

Log on to your HSBCnet account and select 'Reports and files download' under the 'Accounts menu' tab to download E-Statement. Retention period of the E-Statement is up to 12 calendar months.



5. When will I start receiving my e-Statements?

Your first e-Statement will be made available to you on your account's next statement date i.e. November 2020 onwards. All e-Statements thereafter will be stored in HSBCnet for up to 12 months.

6. How often will I receive my e-Statements?

Banking e-Statements will be available in accordance with the same frequency and date of your paper/hardcopy banking statements.

7. How do I switch back to hardcopy Paper Statements?

If you intend to continue with Paper Statements, you may contact your Relationship Manager for assistance.