

News Release

24 September 2017

HSBC LAUNCHES DIGITAL TRADE TRANSACTION TRACKER

A Quicker and Easier Way to Access Trade Transactions Anytime, Anywhere

HSBC today launched the Trade Transaction Tracker, a pre-logout service in the HSBC*net* Mobile app for customers to track the real-time status of trade transactions more quickly and easily. This new service is the first of its kind in Hong Kong, providing customers with an overview of their documentary credits, collections and payments worldwide.

Terence Chiu, Head of Commercial Banking, Hong Kong, HSBC, said, “The Trade Transaction Tracker is an innovative mobile tool that allows businesses to better manage their global trade flows. Entrepreneurs and managers use mobile phones to run international businesses today and we know how important it is for them to keep track of their transactions along the supply chain in order to maintain their competitiveness. Trade Transaction Tracker meets our customers’ expectations for mobile banking and their need for real time, global information.”

The introduction of Trade Transaction Tracker in Hong Kong follows its launch in Qatar, Bangladesh and Australia, and it will be further extended to other markets. Customers used to obtain updated trade account information via subscribing to the Instant@*dvice* email notification service. While using this new function in the HSBC*net* Mobile app, customers can obtain a consolidated overview of import and export documentary credits and collections transactions across markets by just one click.

The service is available to all trade customers registered for Instant@*dvice* and no HSBC*net* registration is required. Customers using iPhones or Android devices can download the latest version of the HSBC*net* Mobile app from the Apple Store or Google Play™.

To set up, customers can click on Trade Transaction Tracker and enter their HSBC Trade Account number, Instant@*dvice* email address and Bill or Documentary Credit (DC) reference number. Then enter the confirmation code which is sent to the Instant@*dvice*

This information is issued by

The Hongkong and Shanghai Banking Corporation Limited

Registered Office and Head Office:
1 Queen’s Road Central, Hong Kong
Web: www.hsbc.com.hk
Incorporated in the Hong Kong SAR with limited liability.



email address. Once the registration is set up successfully, customers can view the status of transactions eg “received”, “issued”, “accepted”, “paid”.

HSBC is committed to driving digital innovation to meet customers’ changing demands. Since the beginning of this year, HSBC has launched a Virtual Assistant, Ask Amy; a WeChat notification service; its HSBC Connections Hub; Voice ID, digital form and an online co-browsing platform LinkScreen, helping business customers enjoy a simpler, better and faster banking experience.

Trade has been at the foundation of HSBC for over 150 years. Being a leading provider of international trade and supply chain finance for businesses of all sizes, the Bank provides access to 90% of global trade flows. In July, HSBC was awarded Best Overall Trade Bank by Trade & Forfeiting Review (TFR) for the fourth year in a row. It was also granted Best Trade Bank in Innovation and Technology, Best Trade Bank in Asia and Best Trade Bank for SMEs.

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Notes to Editor:

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The Hongkong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group, which serves around 38 million customers through four global businesses: Retail Banking and Wealth Management, Commercial Banking, Global Banking and Markets, and Global Private Banking. The Group serves customers worldwide from around 3,900 offices in 67 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US\$2,492bn at 30 June 2017, HSBC is one of the world’s largest banking and financial services organisations.

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