

# News Release

4 October 2017

## **PAYME FROM HSBC INTRODUCES REQUEST MONEY**

*Requesting money, discovering friends and splitting bills are now easier with PayMe*

HSBC today rolled out a major release of new features for PayMe. PayMe is a simple, social and secure payment app that allows anyone in Hong Kong to send, and now request money, instantly and for free, regardless of their banking relationships.

Andrew Eldon, Head of Digital, Retail Banking and Wealth Management, Hong Kong, HSBC, said, “We talk to our users constantly to ensure their ideas are used in crafting a better experience for them. These new features reflect the most important functionalities they have asked for and we have now set up a PayMe Insiders community to stay close to our users so we can ensure our roadmap delivers the most value for them.”

### **The new release includes:**

- **Request Money** – users could send payment requests to their friends and even reminders if they forget to pay
- **Connect Contacts** – it’s now much easier to add and pay friends straight from a user’s phone book. Just go to the “Friends” section, tap “Connect contacts” and select the friends they wish to connect with on PayMe. Those friends will receive a friend request
- **Top Friends** – a user’s top eight friends are highlighted based on frequency and number of transactions to make transactions even faster
- **Calculator** – users could split the bill amount much faster with their friends using the built-in calculator when they select the amount to send or request

Andrew added, “This is the 9th update to PayMe this year, showing our commitment to constantly improving the customer experience. We have an exciting roadmap ahead and we look forward to delivering better and more valuable experiences for our users.”

This information is issued by

**The Hongkong and Shanghai Banking Corporation Limited**

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Web: [www.hsbc.com.hk](http://www.hsbc.com.hk)  
Incorporated in the Hong Kong SAR with limited liability.



More details and information are available on [payme.hsbc.com.hk](http://payme.hsbc.com.hk), as well as on the PayMe app, available on both App Store\*\* and Google Play\*\*\*.

### **Additional App Details:**

PayMe is available for anyone aged 18 or above, holding a valid Hong Kong Identity Card, a personal Hong Kong dollar Visa or MasterCard credit card\*, and a Hong Kong dollar bank account issued by a licensed bank in Hong Kong.

Customers can register for PayMe by simply providing their personal email address, mobile phone number and credit card details. Customers will also be able to register using Facebook Login^, for a faster experience. After registration, users can send and request money to their friends and family with just a few taps. With the social timeline feature, users can see the payment messages (but never the amount) shared by their friends and family.

Keeping your banking information safe and secure is important to HSBC. Customers also play a critical role in keeping their personal information protected. Here are some tips for safe use of PayMe:

- Do not store your username and password on your mobile handset or share them with anyone
- Avoid sharing your mobile device with others and use your own handset for log on
- Install updates and patches to your smartphone regularly, including upgrades/updates to your OS and other mobile applications. The application always works best on the latest OS version. Enable data encryption on your handset if possible
- Install anti-virus software and update it with latest virus definition files
- Install applications on your mobile device from trusted app stores only, and use only trusted Wi-Fi connections
- Set up auto-lock, passcode or fingerprint lock to prevent unauthorised access to your handsets and tablets

- If you lose your mobile phone, please contact our Customer Service Hotline and report to us immediately

*\* A valid Visa or MasterCard single currency Hong Kong dollar personal credit card issued by a licensed bank incorporated in Hong Kong (except corporate/ business/ private label/ dual currency/ UnionPay cards)*

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*^Facebook Login is a service provided by Facebook.*

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**Notes to Editors:**

**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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