

29 July 2019

**HSBC LAUNCHES NEW VERSION OF PAYME IN BETA TEST**  
*Users Can Instantly Pay Anyone with Bank Account or Digital Wallet Joining  
Faster Payment System*

HSBC today announced a new look and new features for its PayMe app. Along with a fresh quick-tap interface, the new version will beta test a feature that uses the Faster Payment System (FPS) to allow customers to top up from more sources and instantly transfer funds to accounts with other banks and digital wallets.

The new interface features a new quick tap menu that provides quick access to the most-used features, such as pay, request, top up, and transfer to bank. Users can also make instant transfers from PayMe to their friends and family via FPS, no matter which <sup>1</sup>local banks or digital wallets they use. The transfers are free of charge and will only require the FPS registered mobile number or email address of the receiver.

Moreover, users of the new version of PayMe will be able to top up their account with up to HKD50,000 a month by direct debit from personal bank accounts with <sup>2</sup>ten Hong Kong banks, in addition to HSBC. This means that non-HSBC customers can also enjoy same level of limit flexibility when using PayMe.

**Greg Hingston, Head of Retail Banking and Wealth Management, Hong Kong, HSBC**, said, "PayMe has become the leading digital wallet in Hong Kong. To support the growing needs for everyday digital payment and to provide our users with a more streamlined payment experience, we decided to make PayMe easier to use and more flexible. Not only do they have more options to top up their accounts, they can now pay friends via PayMe even they do not have the app."

Mr. Hingston continued, "Customer feedback is vital to building a great mobile app. I would like to thank everyone who took the time to comment and make suggestions over the past two years: this version is for you. And we look forward to hearing your feedback on the new version of PayMe to help us serve you better."

Starting today, the new version of PayMe app is available for pilot testing. Users can provide their feedback directly in the app. This will allow PayMe to further enhance the app before mass launch. To be a part of the programme and be one of the first to try out these new features, users can simply tap the in-app banner and follow the instructions on how to register and download. Spaces are limited and are offered on a first-come first-served basis.

PayMe accepts top up via personal bank accounts with 10 banks, in addition to HSBC, and any personal Hong Kong Dollar Visa or Mastercard credit card.

Separately, the monthly limit for credit card top up will be revised to HKD2,000 soon.

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### Note to Editors



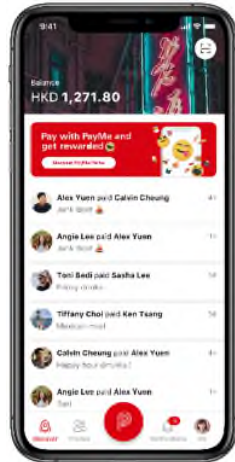
Andrew Eldon, Head of Digital, Retail Banking and Wealth Management, Hong Kong, HSBC (front row second left), Stephan Leveux, Chief Operating Officer, PayMe, HSBC (front row middle) and PayMe team introduce new version of PayMe in beta test.



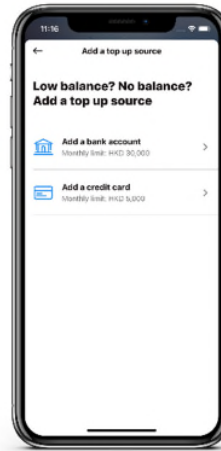
Andrew Eldon, Head of Digital, Retail Banking and Wealth Management, Hong Kong, HSBC (left), Stephan Leveux, Chief Operating Officer, PayMe, HSBC (right).

## 1) Steps to top up from selected non-HSBC local bank account

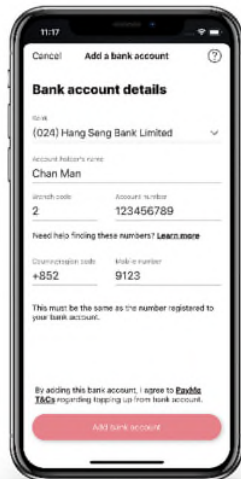
1. Tap 'Me' in the bottom main menu, then the Settings icon in the upper right, followed by 'Credit cards and bank accounts'.



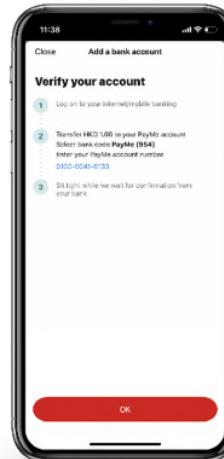
2. Follow instructions for adding a top up source and select 'Add a bank account'.



3. Insert bank account details.

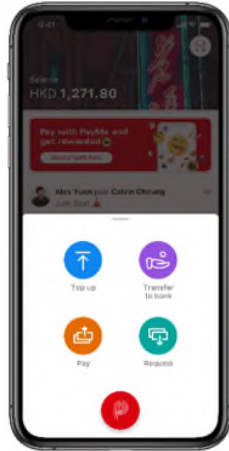


4. Verify your account by transferring HKD1 to your PayMe account. When completed, users will receive an SMS and email confirming their bank account has successfully linked.

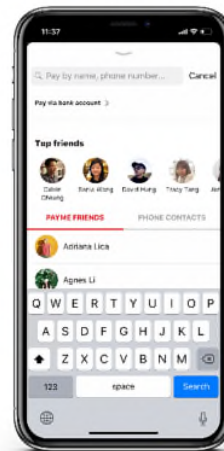


## 2) Steps to transfer money to non-PayMe users using mobile number or email

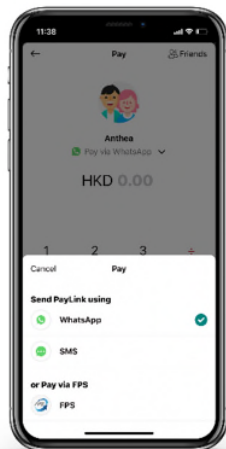
1. Open the quick tap menu in the main home screen and select 'Pay'.



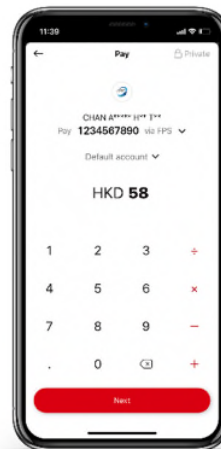
2. In the search bar, type in the payee's phone number or email.



3. When contact appears, select FPS as option to pay.



4. Insert amount to pay and follow instructions to complete transfer.



**Current limits on account balance and top up value for bank accounts and credit card users:**

	<b>Transaction Thresholds</b>	<b>Users topping up from HSBC Credit Card, without HKID verification</b>	<b>Users topping up from any HK Credit Card or HSBC Bank Account, with verified HKID</b>	<b>Users topping up from HSBC and <sup>3</sup>selected Bank Account, with verified HKID and added HK residential address</b>
	Maximum stored value	HKD3,000	HKD100,000	HKD100,000
Daily	Maximum daily top-up value	HKD3,000	HKD5,000	HKD20,000 <i>(max HKD5,000 from Credit Card)</i>
	Maximum daily fund-out value	HKD3,000	HKD5,000	HKD20,000
Monthly	Maximum monthly top-up value	HKD5,000	HKD30,000 <i>(Max HKD5,000 from Credit Card)</i>	HKD50,000 <i>(Max HKD5,000 from Credit Card)</i>
	Maximum monthly fund-out value	HKD25,000	HKD 30,000	HKD50,000
Annual	Maximum annual top-up value	HKD25,000	HKD100,000 <i>(Max HKD60,000 from Credit Card)</i>	HKD500,000 <i>(Max HKD60,000 from Credit Card)</i>
	Maximum annual fund-out value	HKD25,000	HKD100,000	HKD500,000
	Maximum annual peer-to-peer transaction limit (sending and receiving respectively)	HKD25,000	HKD100,000	HKD300,000

**Footnote:**

1. PayMe users can transfer money to all banks and digital wallets in Hong Kong using FPS. Transfer from PayMe to the following entities were verified before the beta test: HSBC, Hang Seng Bank Limited, Bank of China (Hong Kong) Limited, Nanyang Commercial Bank, Limited, Industrial and Commercial Bank of China (Asia) Limited, Chong Hing Bank Limited, China Construction Bank (Asia) Corporation Limited, Shanghai Commercial Bank Limited, Chiyu Banking Corporation Limited, Bank of Communications (Hong Kong) Limited, Citibank (Hong Kong) Limited, Standard Chartered Bank (Hong Kong) Limited, Alipay Financial Services (HK) Limited, WeChat Pay Hong Kong Limited, HKT Payment Limited, TNG (Asia) Limited, Octopus Cards Limited. PayMe will continue to expand the tests and look forward to hearing customers' feedback to improve the services provided.

2&3. Hang Seng Bank Limited, Bank of China (Hong Kong) Limited, Nanyang Commercial Bank, Limited, Industrial and Commercial Bank of China (Asia) Limited, Chong Hing Bank Limited, China Construction Bank (Asia) Corporation Limited, Shanghai Commercial Bank Limited, China CITIC Bank International Limited, Chiyu Banking Corporation Limited, Bank of Communications (Hong Kong) Limited.

**The Hongkong and Shanghai Banking Corporation Limited**

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group, which serves our 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 in 66 countries and territories in our geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,659bn at 31 March 2019, HSBC is one of the world's largest banking and financial services organisations.

**SVF License Number:** SVFB002

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