

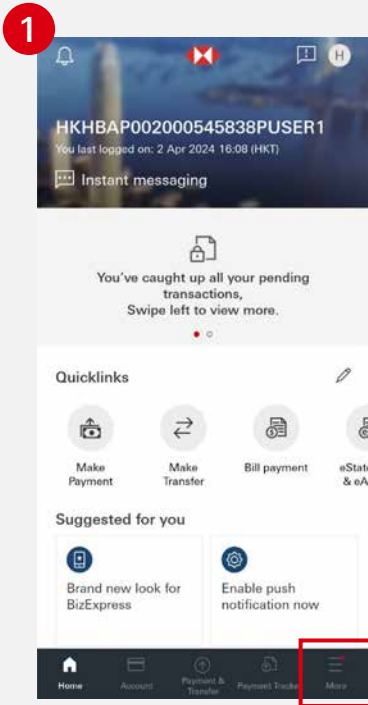
HSBC Mastercard® Commercial Credit Card

Activating and managing your card on
HSBC HK Business Express mobile app

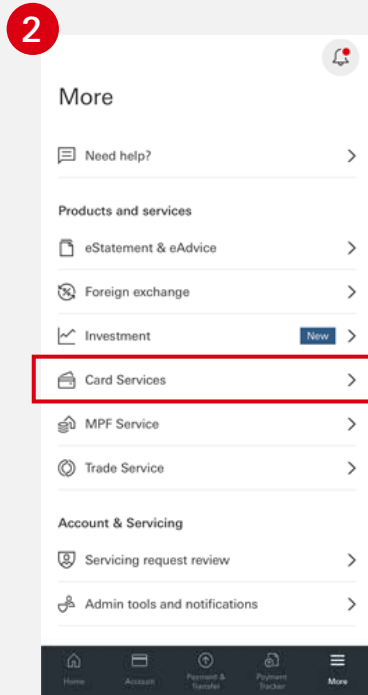
User guide



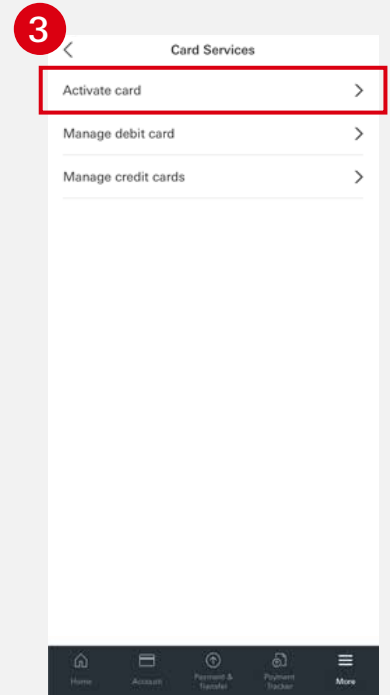
Activate your credit card



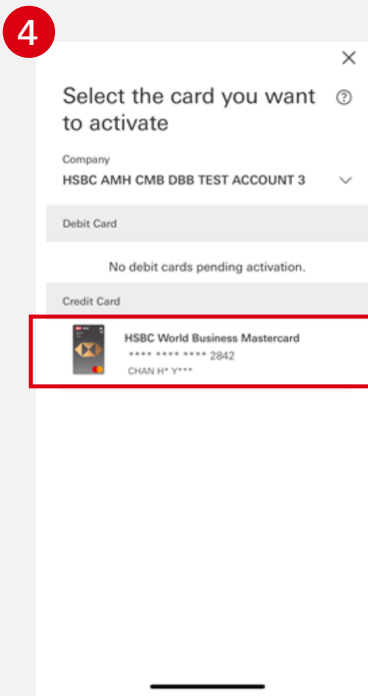
Log on to HSBC HK Business Express mobile app, then click "More".



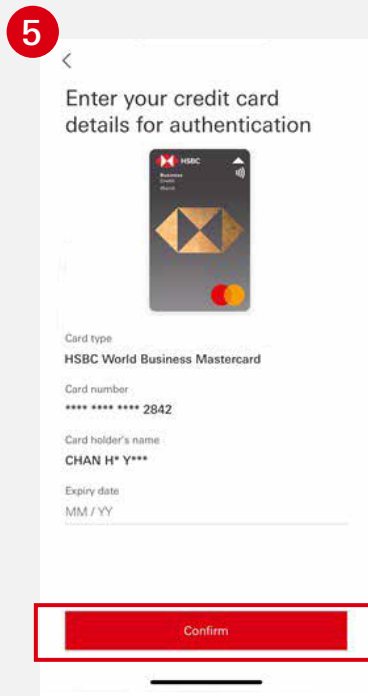
Select "Card Services".



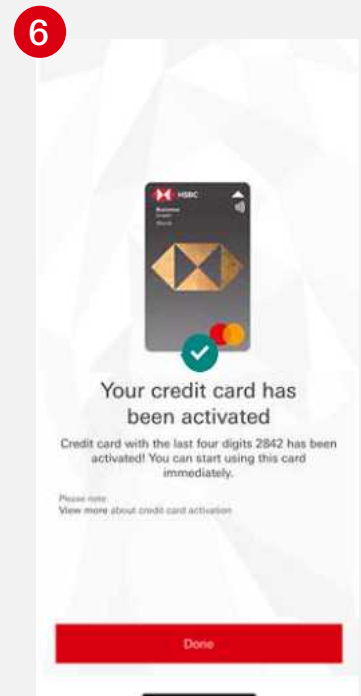
Select "Activate card".



Select the credit card you want to activate.

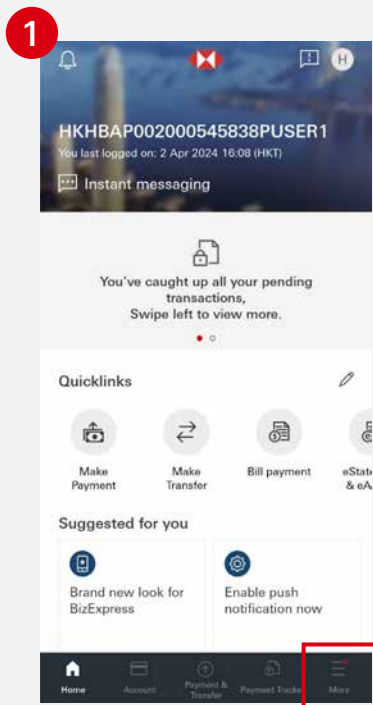


Enter your card details for authentication, then click "Confirm".

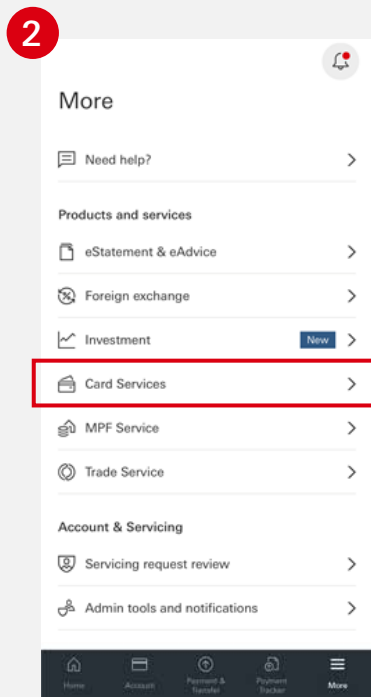


Your credit card has been activated.

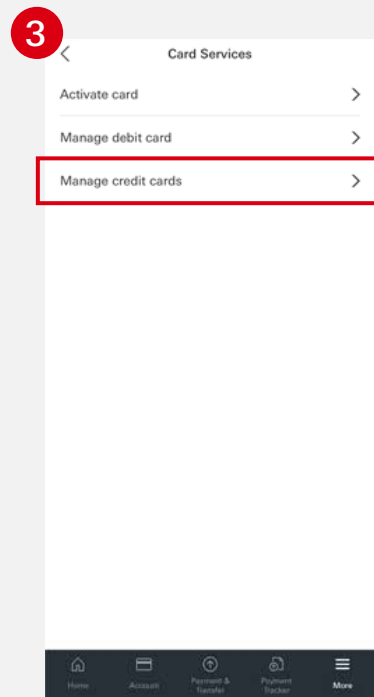
Manage your credit card



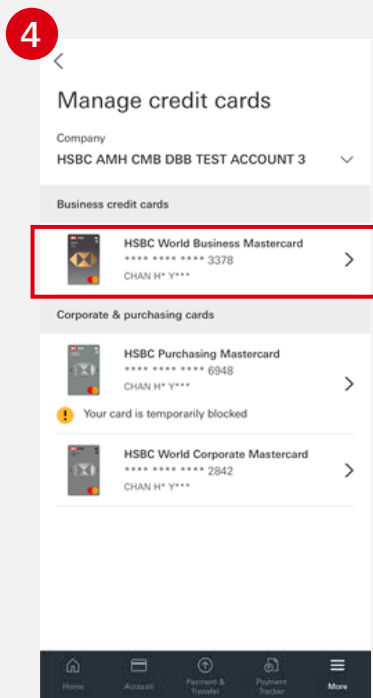
Log on to HSBC HK Business Express mobile app, then click "More".



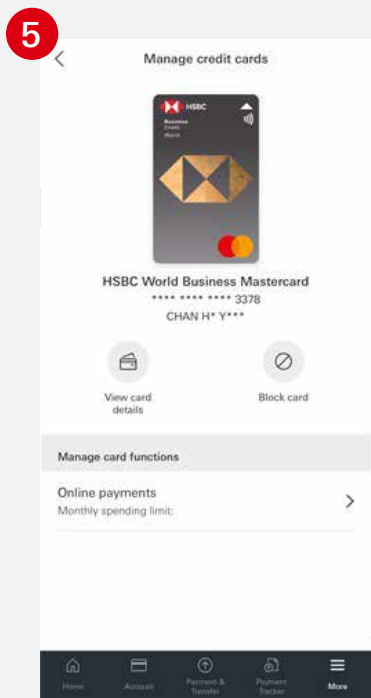
Select "Card Services".



Select "Manage credit cards".



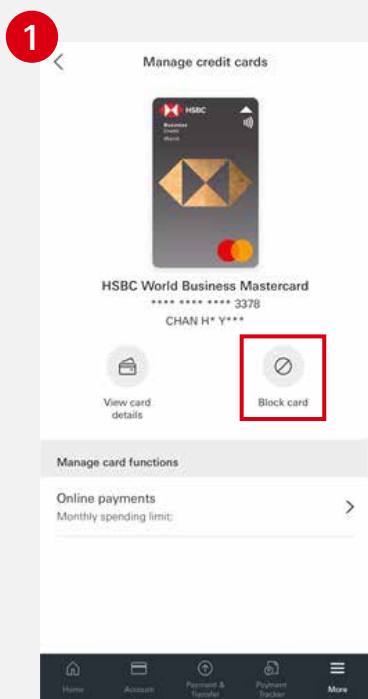
Choose the card you want to manage on the "Manage credit cards" page.



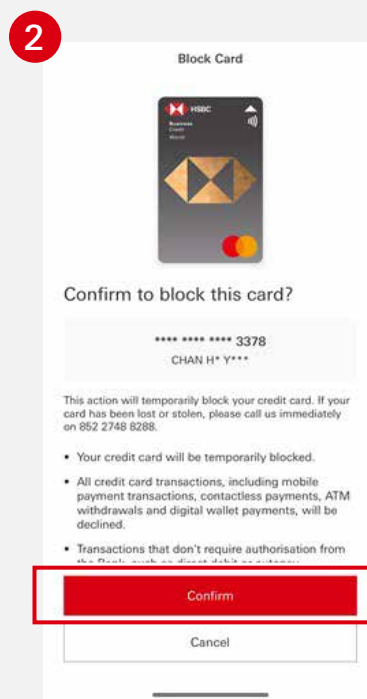
You will be directed to a landing page to manage your chosen card.

For sole proprietorship, limited company with single director, or partnership with single partner:

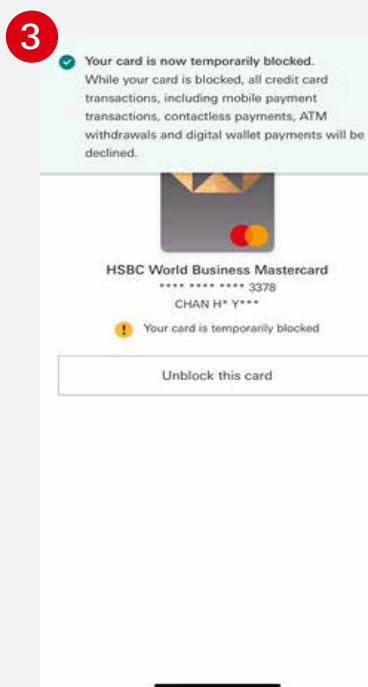
Temporarily block your card



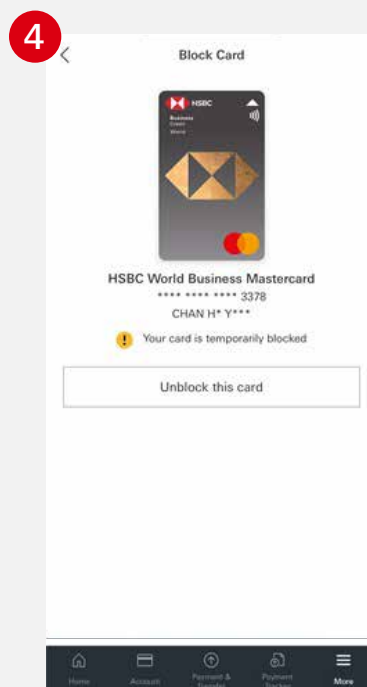
Select the card you want to block temporarily then click "Block card".



Click "Confirm".

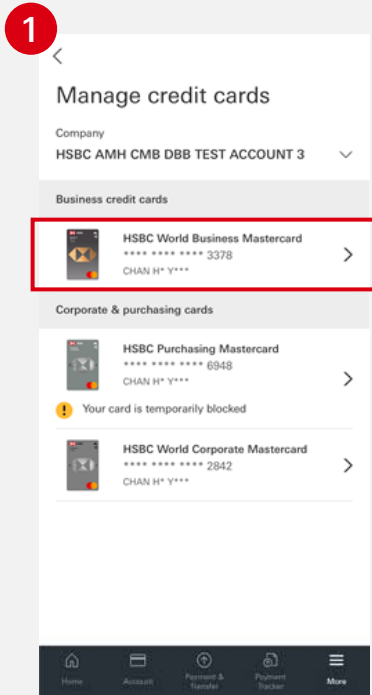


A confirmation message will be shown upon successful completion of the above steps.

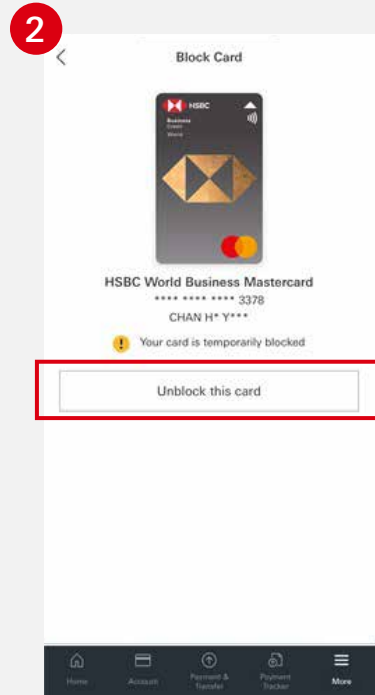


The status of your card will be updated and it will also be shown on the "Manage credit cards" page.

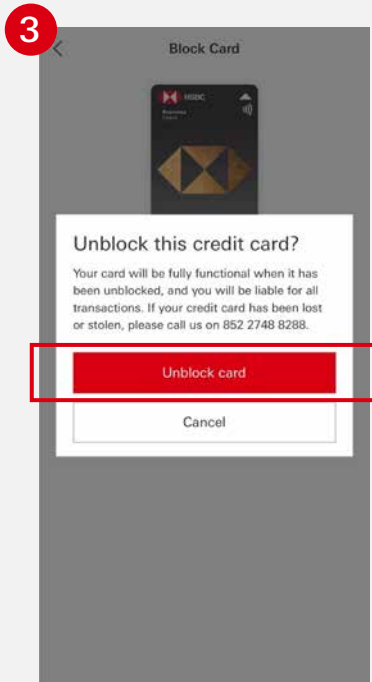
Unblock your card



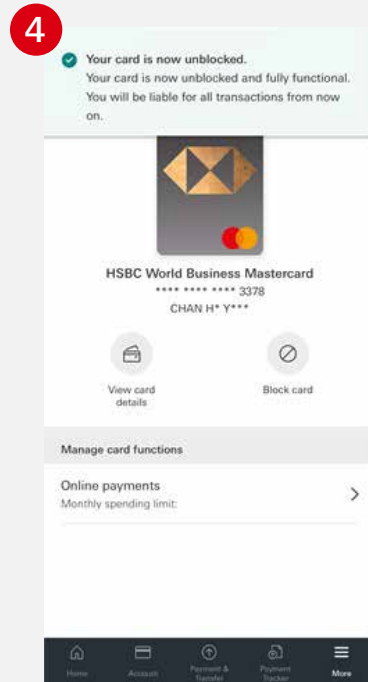
Go to "Manage credit cards" and select the card you want to unblock.



Click "Unblock this card".



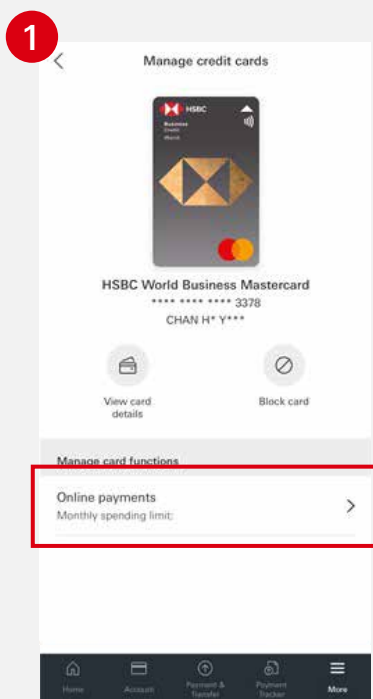
Confirm by clicking "Unblock card".



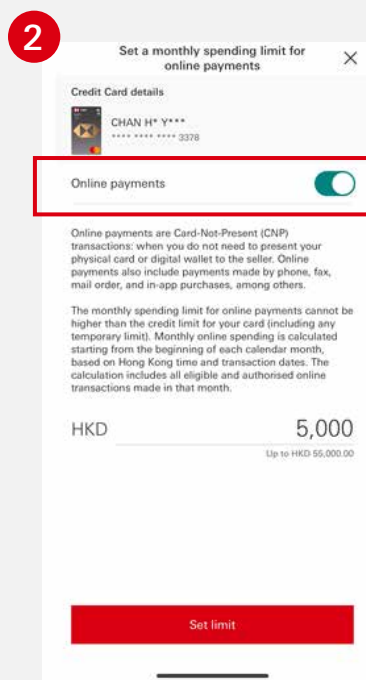
A confirmation message will be shown upon successful completion of the above steps.

For sole proprietorship, limited company with single director, or partnership with single partner:

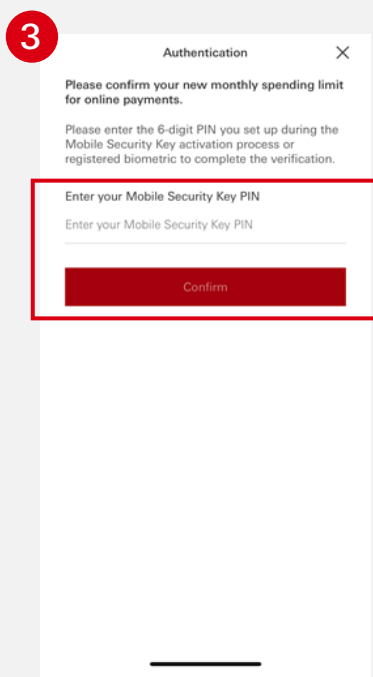
Enable and set a monthly spending limit for online payments



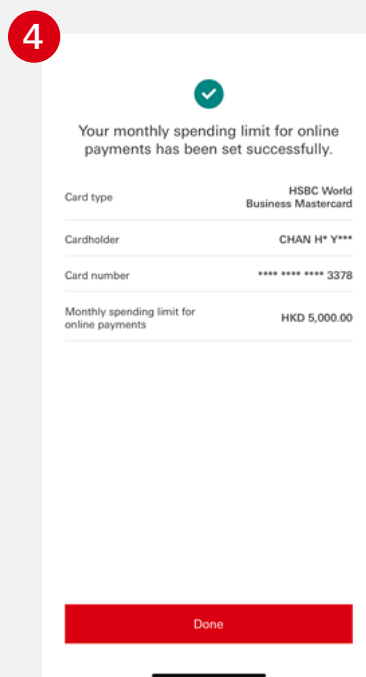
Select a card, then click “Online payments”.



Enable “Online payments” then enter the monthly spending limit for online payments. Click “Set limit” to confirm changes.

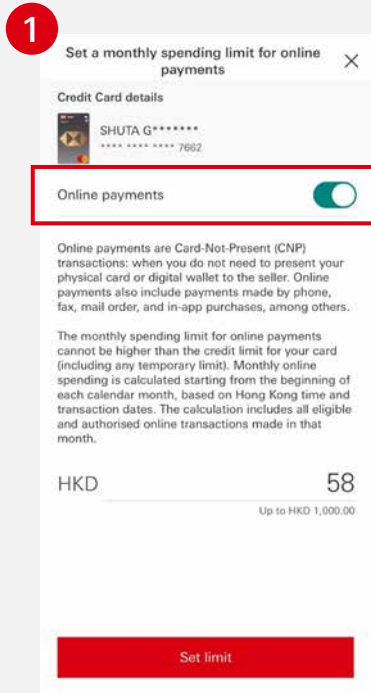


Confirm your changes by entering your Mobile Security Key PIN or using biometric authentication.

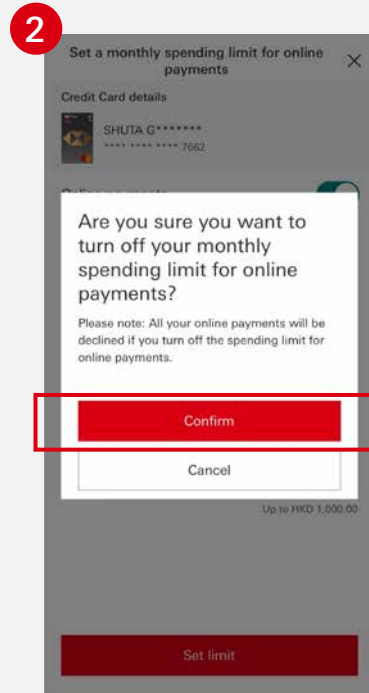


A confirmation message will be shown upon successful authentication.

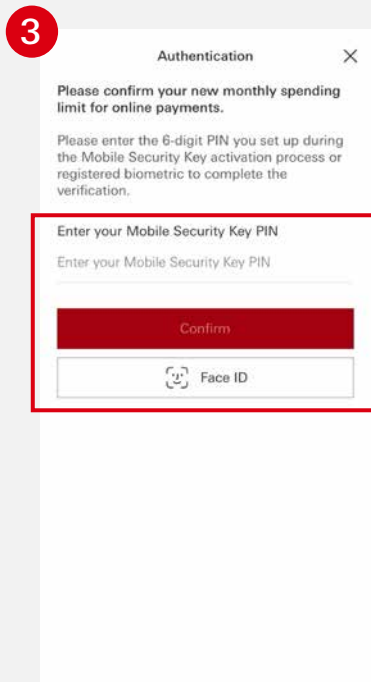
Disable online payments



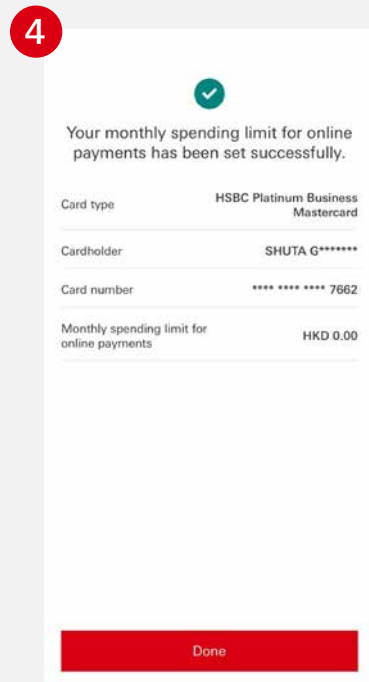
Select a card, then click "Online payments". Toggle the button to disable "Online payments".



Click "Confirm".



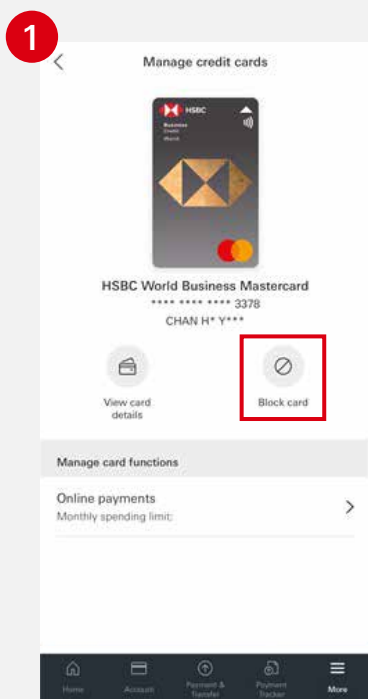
Confirm your changes by entering your Mobile Security Key PIN or using biometric authentication.



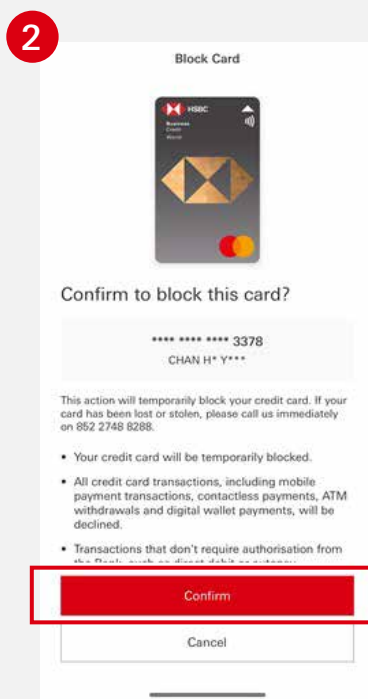
A confirmation message will be shown upon successful authentication.

For other company structures:

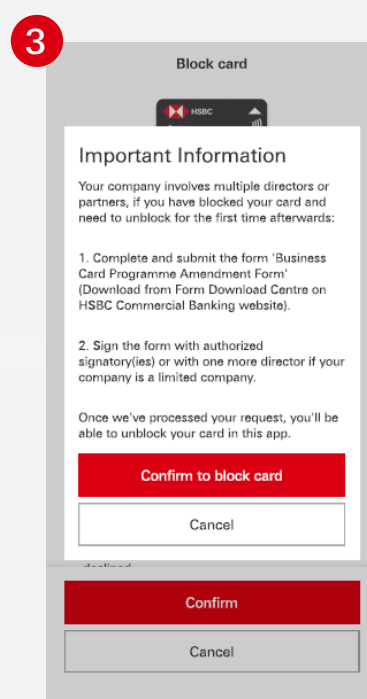
Temporarily block your card



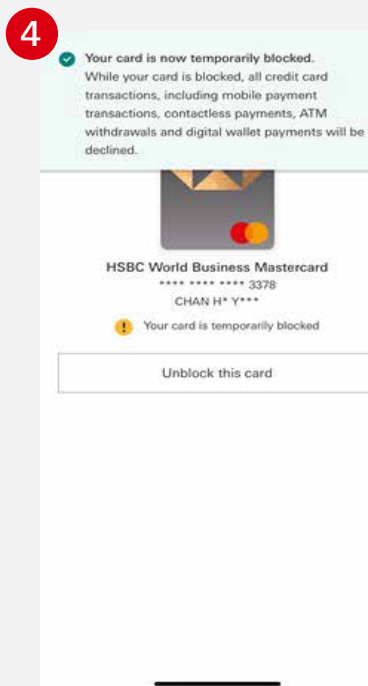
Go to “Manage credit cards” and select the card you want to block temporarily, then click “Block card”.



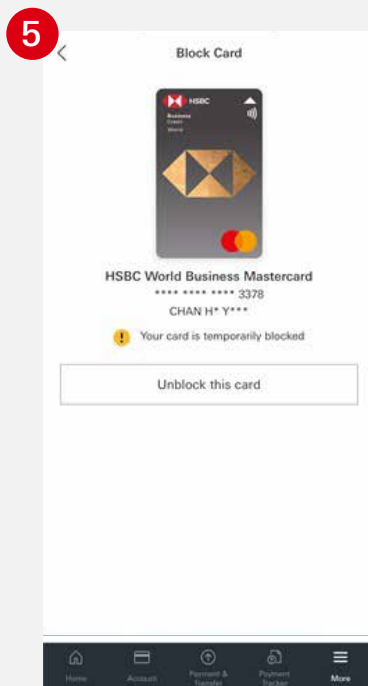
Click “Confirm”.



A reminder message will be prompted that, given the company structure, the card cannot be unblocked instantly on the app after this action.



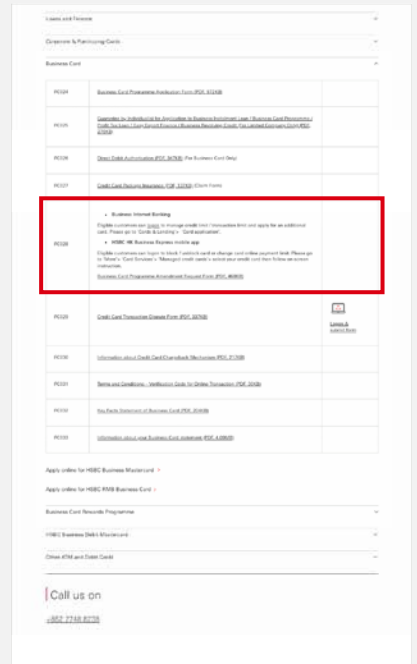
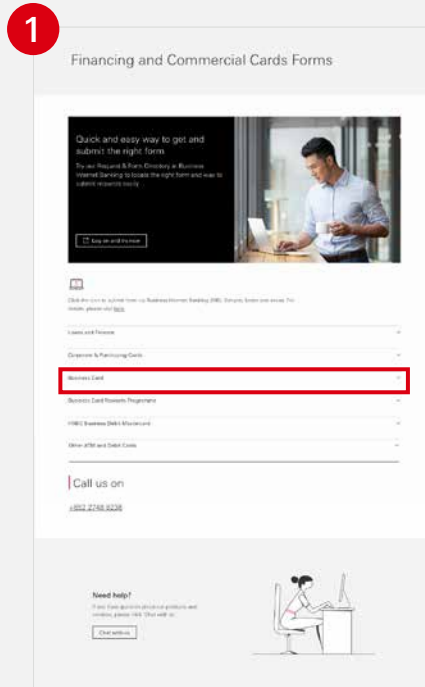
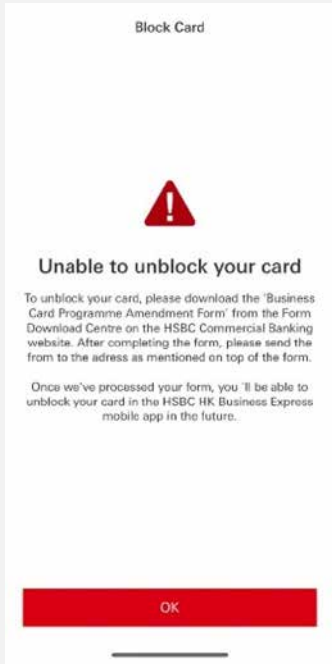
A confirmation message will be shown upon successful completion of the above steps.



The status of your card will be updated and it will also be shown on the “Manage credit cards” page.

For other company structures:

Unblock your card



As your company involves multiple directors or partners, this message will be prompted if you try unblocking a card on the mobile app.

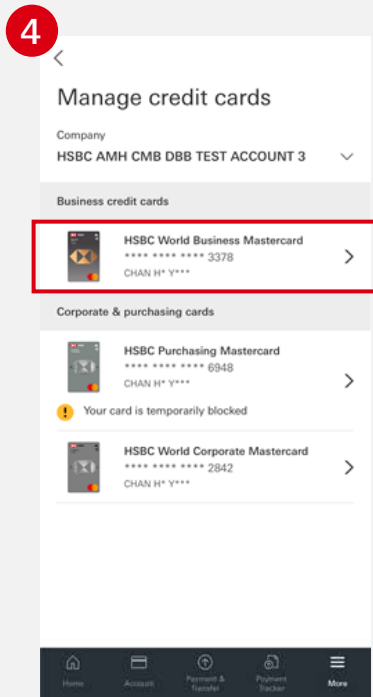
Download the "Business Card Programme Amendment" from the Forms Download Centre on the HSBC Commercial Banking website.

2 Terminate Business Card Programme Delete Existing Cardholder(s) Temporarily Block Card **Unblock Card**

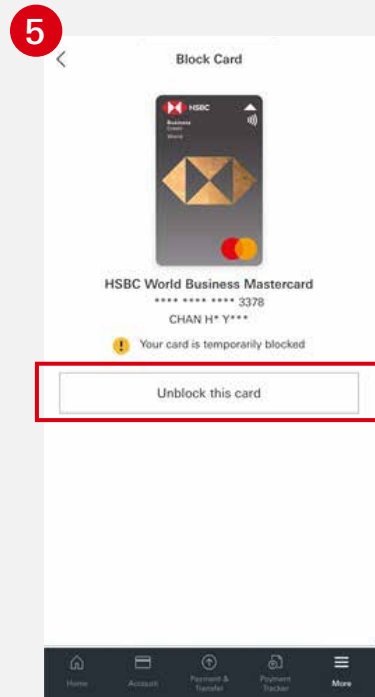
Name in English <i>(please underline surname)</i>	1 <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms	2 <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms
*Business Card/ Hong Kong Identity Card/ Passport Number		
Reasons for Cancellation <i>(for Business Card Programme termination/ Cardholder deletion)</i>	<input type="checkbox"/> No annual fee waiver <input type="checkbox"/> Using other cards from HSBC <input type="checkbox"/> Change cardholder/Employee leaving company <input type="checkbox"/> Credit limit is too low <input type="checkbox"/> Using cards from another bank <input type="checkbox"/> Rewards/Usage programme not attractive <input type="checkbox"/> Not satisfied with the Bank's service <input type="checkbox"/> Others <i>(please specify):</i>	

Complete the form with the instruction to "Unblock Card".

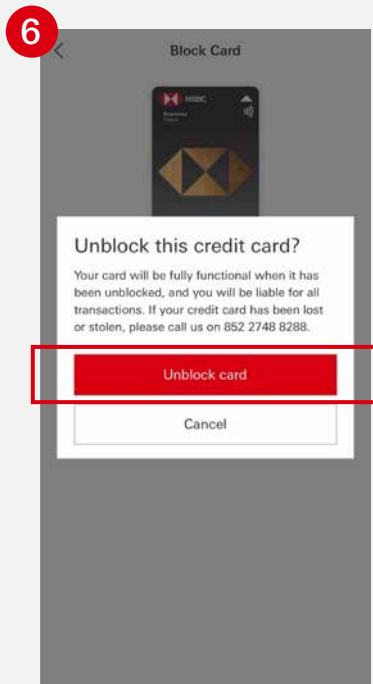
3 After the request is processed, the user can unblock card on the mobile app in the future.



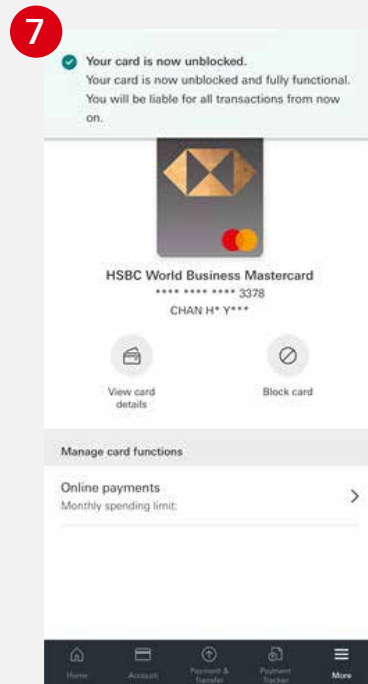
Go to “Manage credit cards” and select the card you want to unblock.



Click “Unlock this card”.



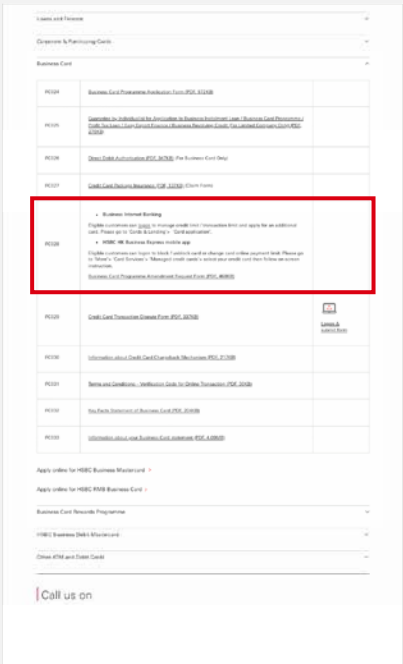
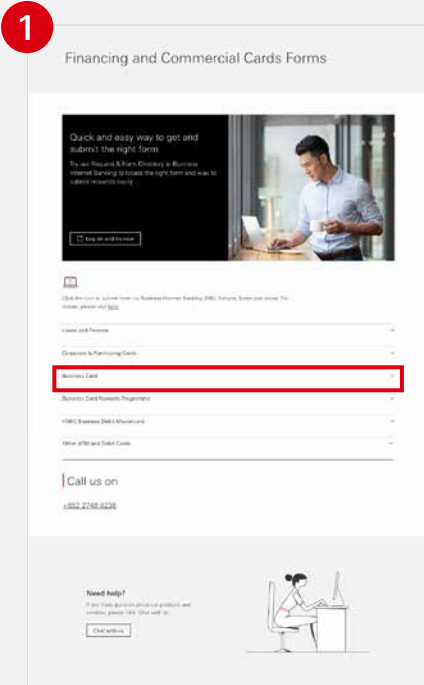
Confirm by clicking “Unlock card”.



A confirmation message will be shown upon successful completion of the above steps.

For other company structures:

Enable and set a monthly spending limit for online payments



As your company involves multiple directors or partners, this message will be prompted if you try setting a monthly spending limit for online payments on the mobile app.

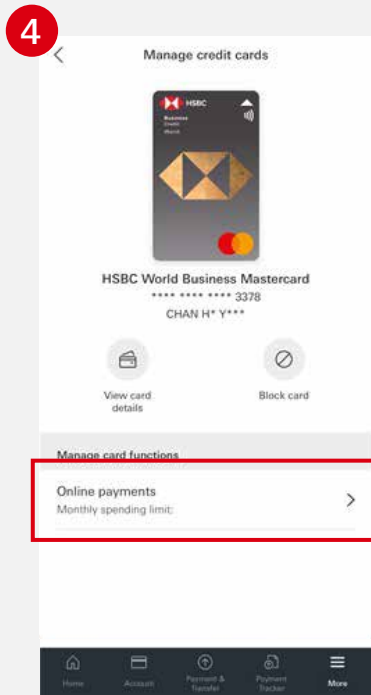
Download the “Business Card Programme Amendment” from the Forms Download Centre on the HSBC Commercial Banking website.

2 **Revise Existing Cardholder(s) Credit Limit**

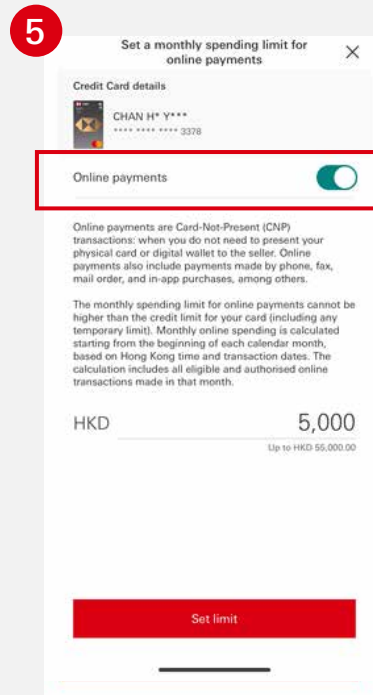
Name in English <i>(please underline surname)</i>	1 <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms	2 <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms
Card Number		
New Credit Limit	Note: Minimum Credit Limit: HKD / RMB10,000 per cardholder.	
	HKD / RMB	HKD / RMB
Monthly Online Spending Limit	Note: Monthly Online Spending Limit cannot be set higher than the credit limit on your card.	
	HKD / RMB	HKD / RMB

Complete the form with the instruction to set “Monthly Online Spending Limit”.

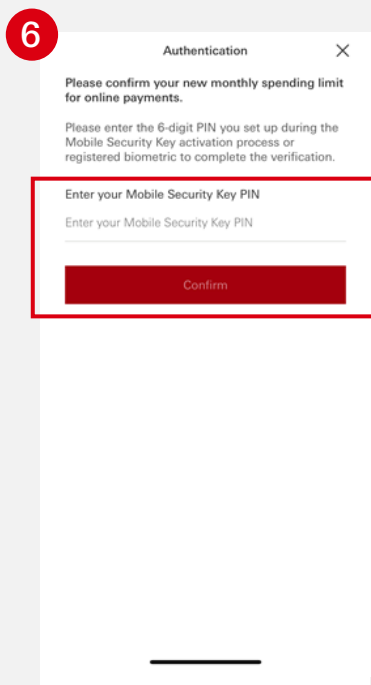
3 After the request is processed, the user can set monthly spending limit for online payments on the mobile app in the future.



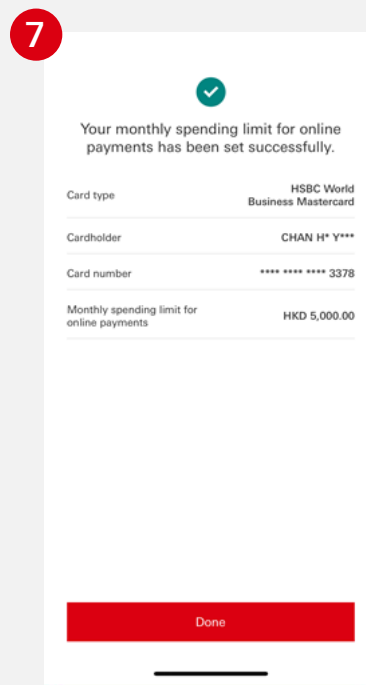
Select a card then, click “Online payments”.



Enable “Online payments” then enter the monthly spending limit for online payments. Click “Set limit” to confirm changes.



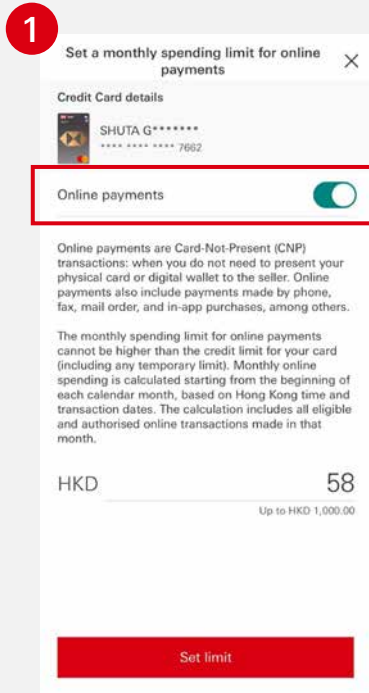
Confirm your changes by entering your Mobile Security Key PIN or using biometric authentication.



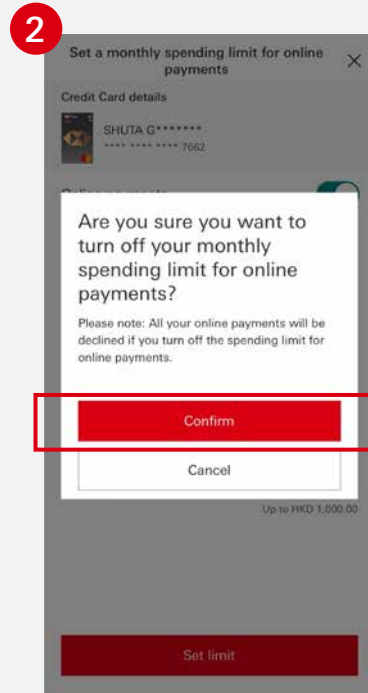
A confirmation message will be shown upon successful authentication.

For other company structures:

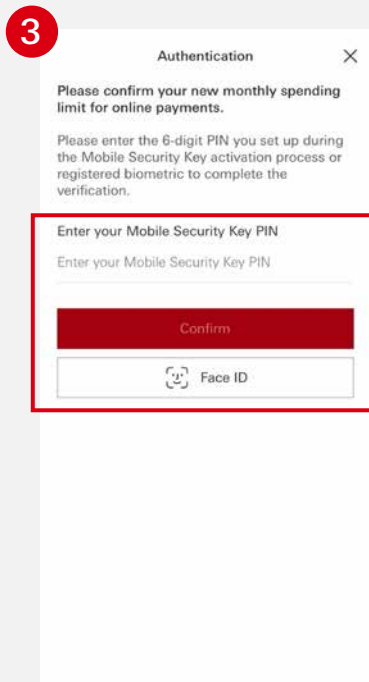
Disable online payments



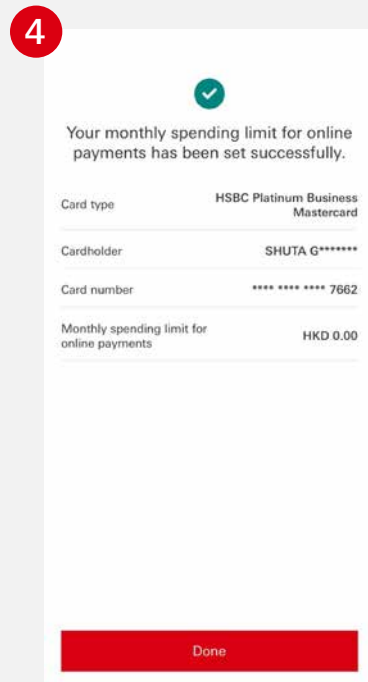
Select a card, then click "Online payments". Toggle the button to disable "Online payments".



Click "Confirm".



Confirm your changes by entering your Mobile Security Key PIN or using biometric authentication.



A confirmation message will be shown upon successful authentication.

Reminder: "To borrow or not to borrow? Borrow only if you can repay!"

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