

# Move Money

## Frequently Asked Questions

### Question

#### What is 'Move Money'?

### Answer

This is the new name given to 'Transfers' and 'Pay Bills' functions in the enhanced Online Banking service.

These options have now been conveniently merged into one single option.

#### When effecting a payment or transfer to a new person or paying a bill to a new company, how is the code inputted in the Secure Key device?

Please note that the Payment Services Directive II (PSD II) rules require that when making a transfer to a **new person** or to a **new company** (currently known as 'Adding a Payee'), you must now input the last five (5) digits of the beneficiary's account and also the full amount of the payment into your Secure Key Device. This code will only be required when adding a new beneficiary to your list of payees. With the new screen, saving the list of payees is much easier as it simply requires ticking a box during the setting up of the actual transfer.

To obtain this code, you need to first carry out the following steps on your Secure Key device.

- Press and hold the green button to turn on your device, then enter your Security Device PIN.
- When 'HSBC' shows on the device screen, press the yellow button and key in the code made up from the last 5 account/reference number digits and the amount.
- Press the yellow button again to obtain a 6-digit code.

Key in the resultant 6-digit code into the 'Security code' field in the relevant 'Move Money' screen.

#### When inputting the payment amount into the Secure Key device, does this amount have to include cents?

**Yes.** The full amount of the transfer or payment should be inputted into the Secure Key device **including** the cents. You must however **not input the decimal point**. If the amount inputted does not have any cents, then two zeroes ('00') must be inputted. If the amount being inputted is in cents only, then you need to input one zero ('0') before the cents.

Refer to the examples below.

**IBAN is DE89370400440531234567 and amount to pay is €20.00. You must input the following in the security device: 345672000 (refer to Figure 1).**

IBAN is **MT12ABCD213214521456345264** and amount to pay is **€0.75**.  
You must input the following in the security device: **45264075**

Account Number is **858170812** and amount to pay is **€123.40**.  
You must input the following in the security device: **7081212340**

## Question

## Answer

The screenshot shows a 'To' transfer form with the following fields and values:

- Transfer type: SEPA transfers
- Full name and surname: JOSEPH BORG
- IBAN: DE89370400440531234567 (last five digits highlighted in red)
- Country/territory: GERMANY
- Payee address line 1: PAYEE ADDRESS
- Payee address line 2 (optional):
- Payee address line 3 (optional):
- Bank Identifier Code (BIC) (optional):
- Amount: EUR 20.00 (amount highlighted in red)

Figure 1

**I need to transfer an amount in a different currency. With the new 'Move Money' screen, the amount and its equivalent in the different currency appear in 'Send' and 'Receive' fields. Which amount should I input into the device to generate the code, the send or receive?**

In this case, the amount inputted into the Secure Key device can be either from the 'You Send' or also from the 'They Receive' field **depending which one of these you keyed in or last edited as per the below example.**

Example: IBAN is **MT12ABCD213214521456345264** and amount required to pay is **GBP50.23**.

- You input the amount required to be transferred under 'You Send' as GBP50.23
- The system will be showing the equivalent amount under 'They Receive' as EUR54.17
- With the new 'Move Money' screen you have the option to edit either the 'You Send' or the 'They Receive' amount.
- The last amount you keyed in or edited should be keyed into the security device irrespective of the currency. In this example, the intention is to send a specific amount in GBP, since this is the last amount keyed in therefore the "You Send" GBP50.23 amount is taken into consideration.
- Now you must input the following in the security device **452645023** which represents: **45264** being the last 5 digits of debit account and **5023** being the last amount inputted

**I need to pay another new company. What are the guidelines when the company reference number is partly alphabetic and partly numeric?**

If there is a mix of alphabetic and numeric characters in the reference number, you need to eliminate the alphabetic characters and input only the last five numbers of the remaining numeric part of the reference number, inserting zeroes if there are fewer than 5 numbers.

If the resultant company reference number has fewer than 5 numbers, you need to insert zeroes before the numbers.

Refer to the below examples for ease of reference.

Example 1. Company reference number is **ABCXYZ567** and amount to pay is **€123.45**. You must input the following in the security device: **0056712345**.

Example 2. Company reference number is **ABC456XYZ789** and amount to pay is **€0.45**. You must input the following in the security device: **56789045**.

## Question

## Answer

**Can I order a Local Bank Cheque or a Foreign Bank Draft from the new "Move Money" screen?**

**No.** Ordering a local bank cheque and/or a foreign bank draft through the Online Banking Service is no longer available.

The bank will still continue to support these services only via its branch network, however customers are recommended to use alternative Online Banking services such as SEPA and non-SEPA transfers.

**Where can I access the new screen to effect payments and transfers?**

There are 4 different options where you can start a payment or transfer option.

1. From the top menu you can choose Move Money and then choose the transfer type required.
2. From the 'Quick links', you can click on 'Pay and Transfer' and then you will be prompted to choose the different types of transfer.
3. From the ellipses (...) on accounts list page. You need to click on the ellipses next to each Demand Deposit account. This will prompt you to choose the type of transfer required.
4. From the account details screen, you can click on the first option of the ellipses which is 'Pay and Transfer'. This will prompt you to choose the type of transfer required.

**How can I save a transfer or a payment for future use?**

There are 4 different options where to start a payment or transfer option.

There is no stand-alone option to save a transfer or payment.

For payments: If you are paying a new company (pay bills), the payment details will be automatically saved for future payments.

For transfers: If you are effecting a transfer through 'Pay a New Person', you can tick the option 'Add to your payees'.

**Please note that for transfers, the default for this option is always un-ticked. Unless you tick this box in the transfer request, the details will not be saved for future usage.**

**How can I view a saved transfer, future dated transfer or maintain a saved payee?**

For the time being these options will not change and you can use the present options on the enhanced Online Banking service. Besides being available from the usual location on the existing Online Banking service, these options will also be available on the left hand side menu of the new 'Move Money' Screen.

**How can I effect a transfer between my own HSBC accounts?**

From the 'new payments and transfers' screen, you need to choose the debit account from the dropdown. You are then prompted with four options:

- 1. Your accounts or someone you've paid before.**
2. Pay a company you've paid before.
3. Transfer to a new person.
4. Pay a new company.

**In this case you need to choose option 1.**

You will then be prompted with a new screen from which you can choose the required account. There is also a filter option from which you can choose 'Your local HSBC accounts'.

## Question

**How can I effect a transfer from the existing payee list (saved transfer)?**

## Answer

From the 'new payments and transfers' screen, you need to choose the debit account from the dropdown. You are then prompted with four options:

**1. Your accounts or someone you've paid before.**

2. Pay a company you've paid before.
3. Transfer to a new person.
4. Pay a new company.

**In this case you need to choose option 1.**

You will then be prompted with a new screen from which you can choose the required account. There is also a filter option from where you can choose, 'Your local HSBC payees', 'Your SEPA payees' or 'Your non-SEPA payees', depending on the transfer type.

**You then need to follow the on screen instructions to fill the required fields and you will no longer need to input the code from your Secure Key to perform such a transfer.**

**How can I effect a payment to a company paid before (previously known as "Pay a bill")?**

From the 'new payments and transfers' screen, you need to choose the debit account from the dropdown. You are then prompted with four options:

1. Your accounts or someone you've paid before

**2. Pay a company you've paid before**

3. Transfer to a new person
4. Pay a new company

**In this case you need to choose option 2** and follow the instructions on the page.

**Can I effect multiple payments to companies?**

From the 'new payments and transfers' screen, you need to choose the debit account from the dropdown. You are then prompted with four options:

1. Your accounts or someone you've paid before.

**2. Pay a company you've paid before.**

3. Transfer to a new person.
4. Pay a new company.

**In this case you need to choose option 2.**

As soon as all the details relative to the payment have been inputted, you then click on 'Add another company' situated on the bottom right corner of the screen and repeat the process mentioned above for the next company.

**How can I effect a new payment to a company?**

From the 'new payments and transfers' screen, you need to choose the debit account from the dropdown. You are then prompted with four options:

1. Your accounts or someone you've paid before
2. Pay a company you've paid before
3. Transfer to a new person

**4. Pay a new company**

**In this case you need to choose option 4** and follow the instructions on the page.

At the end of this process, you will need to input the code from the Secure Key device as explained earlier in this document in point no's 2, 3 and 5.

**What is a SEPA transfer?**

This is the form of transfer that is to be used should all of the following apply:

- Transaction currency is euro
- Destination country is within the EU/EEA (these countries are all listed within the option itself)
- Beneficiary's IBAN is available
- Beneficiary's bank is SEPA compliant (refer to the useful links below for more information).

This transaction carries a charge of €1 up to €1,000 and €4 for amounts greater than €1,000

## Question

### **What is a Non-SEPA transfer?**

## Answer

This is the form of transfer that is to be used should any of the following apply:

- Beneficiary's IBAN is not known
- Destination country does NOT form part of SEPA.

This type of transfer carries a flat charge of €4 if EUR currency is used, or €12 for any other currency used.

Please note that other charges may be applied by intermediary or correspondent banks. Other charges may apply, please refer to the General Tariff for more information.

### **What if I need to specify any Correspondent and Intermediary Banks?**

Please note that should you need to quote any Correspondent or Intermediary Banks, you will need to effect the transfer from one of our branches.

### **In the case of SEPA or Non-SEPA transfers, what happens if I do not provide a correct beneficiary account number or IBAN?**

Please ensure you quote the correct beneficiary account number or IBAN as you may incur charges in case this is not correct.

### **What is an IBAN?**

An IBAN, or International Bank Account Number, is a globally recognised sequence of letters and numbers used to facilitate the communication and processing of cross border payments. It was originally adopted by member states of the European Union and has since been taken up by many other countries.

SEPA and Non-SEPA payments to IBAN-recognised countries all require a valid IBAN.

The IBAN varies in length, sometimes stretching up to 34 characters, depending on the destination country, bank and customer account number.

It uniquely identifies the bank account of the intended recipient, and will need to be sourced from them before you can complete the overseas transfer.

You are responsible for the validity and correctness of the IBAN or Account Number. For this reason, it is always advisable to check and confirm this number with the beneficiary because of its complex structure, length and strict formatting requirements. For example, a Maltese account holder requires an IBAN which is 31 characters long whilst a transfer to a bank account opened with a bank in the United Kingdom needs a 22 character long IBAN.

If the IBAN is incorrect or missing, a charge may be applied by the receiving bank and the transfer may not go through.

To validate an HSBC Malta IBAN you can access the [IBAN Validator](#).

To validate a non-HSBC IBAN it would be advisable to access an IBAN calculator provided by the other bank (possibly via the bank's own website).

Alternatively there are various generic IBAN calculators available, however it would be most advisable to confirm the correctness of the IBAN number directly with the beneficiary.

In case of countries where the IBAN is not used, it is also advisable to ensure you obtain a correct beneficiary account number and/or any other code that could be required (for example in the case of the UK, you would require the sort code). Should such an account number and/or related code not be correct, a charge may be applied by the beneficiary bank and the transfer may not be accepted by the beneficiary's bank.

### **In the case of a Non-SEPA transfer, in the Bank Details section, I am managing to find the country however I cannot find the city. How do I proceed?**

You should select the option 'Other' next to the 'City' field.

**In the case of a Non-SEPA transfer, in the Bank Details section, I am managing to find the country and the city however I cannot find the Bank. How do I proceed?**

You should select the option 'Other' next to the 'Bank branch and name' field.

You then need to perform a search by providing either the Bank Code, Bank Name or parts of its Address in the 'Bank search' field. A selection of banks will then appear and all you need to do is to scroll through the selection and click on the requested Beneficiary Bank.

The Bank Code, Local Code (where appropriate) and full name and address will then appear.

**In the case of a Non-SEPA transfer, when performing a search in the 'Bank search' field, I am not managing to find the requested bank, is this possible?**

It is highly unlikely that the bank you are looking for is not present in our records. You may need to perform a search using parts of the requested bank's address that are unique such as, for example, the post code.

**In the case of a Non-SEPA transfer, can I type in the Beneficiary Bank details manually?**

No. It is not possible to type in the Beneficiary Bank details manually. Such details need to be provided by performing a search in the 'Bank search' field and then selecting the Beneficiary Bank from the provided choice of banks.