# Online Bill Payment Pay now

HSBC

# Introduction

This reference guide provides you with details to make a new bill on Online banking and HSBC Vietnam mobile banking application (HSBC Vietnam app).

Select a platform of the digital banking you want to make a bill payment:

**Online Banking** 

**HSBC** Vietnam app

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# **Bill Payments** Journey Flow through Online Banking



\*Flow above is Golden Path flow for Bill Payments.



#### Accessing Pay Now Journey – 4 Entry points



Option 1: Click on Pay and transfer in the Quick Links section

**Option 3**: Click on **Move Money** menu at the top of the page and **choose** on **Pay and Transfer** 

<u>Option 2:</u> On the Accounts/Cards Summary main page  $\rightarrow$  Click on the Ellipsis (...) from the account you want to make the bill payment  $\rightarrow$  Choose "Pay and transfer"

001 041	Available balance: 3,950,500 VND
Last 3 transactions	Pay and transfer
11/11/2020 TRANSFER	eStatements
11/11/2020 TRANSFER 09/11/2020 TRANSFER	P Open Time Deposi

<u>Option 4</u>: On the detail account page (after clicking on the selected account  $\rightarrow$  **Click** on the **Manage** buttons  $\rightarrow$  Choose "**Pay and transfer**"





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# Select Source Account (if you choose Option 1 or 3) & New Payment to Biller

MOVE MONEY	PAY AND TRANSFER		
Pay and transfer Auto pay registration and management	New payments a		Select the <b>type of account</b> you would like to use for bill payment, by clicking on "Account"
	From here, you can move m home or overseas. You can a	oney between your accounts or to another person's account, whether at also send money to companies.	Note: You can choose between two options below to pay the bill:
	From		-Current / Saving Accounts in VND, or
			-Credit Card
	Account	Choose an account	Please make sure that you have enough funds to make the payment and transfer limits as well.
	То		
	Select an option	Your accounts or someone you've paid before Transfer between your own accounts or send money to someone from your payee list.	
		New payment to a person Send money to someone for the first time. You'll need their bank details for this.	
		New payment to a biller Pay a bill to your biller. We have a predefined list for you to choose from.	Click on New payment to a biller to proceed
		Back to your accounts	]



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#### Select Service and Input Mobile Number

# Mobile Top up

MOVE MONEY	PAY AND TRANSFER						
Pay and transfer							
Auto pay registration and management	Pay a biller						
	From here, you can search and pay a	bill.			То		
	From		Edit 🖌		Service	Mobile Top-up V	
	Account	HSBC Advance 12-34-56 12345678 VND 10,090.4	5		Top up to mobile number	0123456789	
		Available balance VND 10,590.45			Important information		
	То				Please make sure there is enough money in y	your account or available limit in your credit ca	ard on the dates selected. Y
	Service	Please select V			need to make sure that the daily limit for you	ir account supports all your requests.	
		Electricity			By using this service, you agree with our Terr	ms & Conditions for bill payment.	
	Important information	Water					-
		Internet					Cancel
	Please make sure there is enough money in need to make sure that the daily limit for ye	n yc Mobile top-up card on the dates selected	l. You will also				
	By using this service, you agree with our <u>Tr</u>	erms & Conditions for bill paymer					
		Cancel	Continue				
				Afte	r inputting Mobile Numbe	er, customer can read the	e Important Ir

Select the service from the dropdown menu > Mobile top-up

After inputting Mobile Number, customer can read the **Important Information** section, please refer to our **Terms and Conditions** before proceeding to pay the bill.

Click on Continue to proceed to the next screen.



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#### Select Service, Biller and Pre-paid Value

## **Mobile Pre-Paid**

MOVE MONEY	PAY AND TRANSFER		
Pay and transfer Auto pay registration and management	Pay a biller From here, you can search and pay a bi	и.	
	From		Edit 🖌
	Account	HSBC Advance 12-34-56 12345678 VND 10,090.45	
		Available balance VND 10,590.45	
	То		
	Service	Mobile Pre-paid card	
	Biller name	Mobifone Q.	
	Pre-paid value	10.000	
	Number of cards	01	
	Important information		
	Please make sure there is enough money in y need to make sure that the daily limit for you By using this service, you agree with our <u>Terr</u>		will also
		Cancel	ontinue

Select the following steps: Step 1 : Service - Mobile Pre-paid card Step 2: Biller name – Select from drop down list Step 3: Select the Pre-paid value from the drop down Step 4: Input the Number of cards to purchase

Click on Continue to proceed.

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# Select Service, Biller and Input Client Code

		0	ther bill services		
То					
Service	Electricity 🗸 🗸				
Biller name	Please select				Select the following steps:
	Central of Vietnam – EVNCPC		Nill		Step 1 : Service – Select the service from the dropdown menu as electricity, water,
Important information	EVN HCMC				postpaid,
	EVN Hanoi	-		Edit 🖌	Step 2: Biller name – Select from drop down list
Please make sure there is enough money in need to make sure that the daily limit for you By using this service, you agree with our <u>Ter</u>	Northern of Vietnam– EVNNPC	on the dates selected. You will also	HSBC Advance 12-34-56 12345678 VND 10,090,45		Step 3: Input Client Code
			Available balance VND 10,590.45		Click on <b>Continue</b> to proceed.
		Cancel Continue	Mobile Postpaid 🗸		
-		Biller name	Mobifone Q	- 1	
		Client code	01234 5678901	- 1	
			y in your account or available limit in your credit card on the dates selected. You v your account supports all your requests. <u>Terms &amp; Conditions</u> for bill payment.	will also	
			Cancel Co	ontinue	

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## Create and input TDS code

Once done, you need to click on Continue to proceed.

If you still using a Hard Token, in order to complete the payment process, you need to **create** and **input** the **Security Code** as per onscreen instructions.

If you have migrated to Digital Secure Key.

The **generated security code** from the HSBC Vietnam app will need to be entered into the security code for **transaction verification** in **Online Banking**.

Additional security r	equired			5:19 .nt ♥ ■> × Generated security code	Additional securi	ity required		
	Step 1 Press and hold 🐠 to turn on your Security Device, then enter your Security Device PIN.	Step 2 When HSBC displays, press and hol o until entry screen appears. Please remove all letters and only enter the digits of the client code. If the client code is less than 8 digits, add additional zeros at the beginning of the client code until you reach 8 digits. Eg: If your client code is A1B23C4, you'll need to enter 00001234.	Step 3 Press  and use the 6 numbers shown on your Security Device to continue.	Your security code 562666 This security code will expire in 36 seconds	Security code	Step 1 Open the HSBC Mobile Banking app and select Generate security code.	Step 2 Steel Transction verification and fotion the steps on your please enter the task 3 edges of the account number in tasks of the our earliest in the actourt number is less than 8 digits, enter an additional 0 before the account number for each distance of the account number for account number is 1234567 and only 7 digits long, enter 01234597.	Step 3 Enier the generated Transaction of the second displayed on your HSSC Mobile Banking app in the box below.
Security code			Cancel	Praud alert: Don't fail victim to a scam, never give out your security codes to avoide. Commans settind to be people you trut the a company with out the factor of the security contract.         If more information please victi our <u>Bounty centra</u> .         If you have entered an incorrect PIN, you will generate an incorrect process.         Generate new security code	your account supports all		ay, it will be processed the next wor	

Please follow the instruction based on the service type you have selected:

- For mobile top up: please enter the last 8 digits of the mobile number that you want to top up.
- For mobile prepaid card: Please enter the last 6 digits of your account or credit card number chosen for this payment and 2 digits of number of mobile prepaid cards.
- Other bill services: Please enter the last 8 digits of client code.



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# **Review and Confirm**

# Mobile Top up

Confirmation

You are required to review and confirm the information after entering the Security Code.

From here you could edit the transaction by clicking on the **Edit** option.

Once information is verified, **click** on **Confirm** to proceed.

MOVE MONEY	PAY AND TRANSFER			Your payment is successfully co	ompleted.		
Pay and transfer Auto pay registration and management	Review Please check your details carefully be	fore continuing. Once confirmed, your transfer cannot be recalled.		Our reference Confirmation number	N1234987654		
	From		Edit 🖌	Biller confirmation number	N1234998778		
	Account	HSBC Advance 12-34-56 12245678 Available balance VND 10,590.45	-	From	HSBC Advance 12-34-56 12345678		
	To Service Top up to mobile number	Mobile Top-up 0123456789	Edit 🖊	To Service	Mobile Top-up		
	Top-up amount		Edit 🖌	Top up to mobile number	0123456789		
	Biller name Top-up value	Mobifone VND 10,000		Top-up amount Biller name	Mobifone		
	Important information			Top-up value	VND 10,000		
	Please make sure there is enough money need to make sure that the daily limit for y By using this service, you agree with our ]	erms & Conditions for bill psyment.		Important information The total amount includes the amount you	're paying for selected bill(s) an	d the transaction fee (if any).	
		Cancel Co	nfirm	Print		Back to your accounts	Pay another bill



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# **Mobile Pre-Paid**

Confirmation

Your payment is successfully completed.

You are required to review and confirm the information after entering the Security Code.

From here you could edit the transaction by clicking on the Edit option.

Once information is verified, **click** on **Confirm** to proceed.

MOVE MONEY	PAY AND TRANSFER			Our reference			
Pay and transfer	Deview			Confirmation number	N1234987654		
Auto pay registration and management	Review						
	Please check your details carefully be	efore continuing. Once confirmed, your transfer cannot be recalled.	_	From			
	From	HSBC Advance	Edit 🖌	Account	HSBC Advance 12-34-56 12345678		
		12-34-56 12345678 Available balance VND 10,590.45		То			
	То		Edit 🖍	Service	Mobile Pre-paid card		
	Service	Mobile Pre-paid card		Biller name	Mobifone		
	Biller name Pre-paid value	Mobifone		Pre-paid value	VND 10,000		
	Number of cards	VND 10,000 01		Number of cards	01		
			_	Total payable	VND 10,000		
	Total payable amount			Dra paid card carial cade(a)			
	Total amount	VND 10,0000		Pre-paid card serial code(s)	1001 5070 0000		
	Important information			Serial code	1234 5678 9000		
	Please make sure there is enough money need to make sure that the daily limit for By using this service, you agree with our ]		will also	Important information The total amount includes the amount you	re paying for selected bill(s)	) and the transaction fee (if any).	
		Cancel	ontinue	Print		Back to your accounts	Pay another bill

You can then input the serial code for the pre-paid along with pre-fix number through your mobile phone to update their balance.



#### **Review and Confirm**

#### Other bill services

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You are required to review and confirm the information after entering the Security Code. From here you could edit the transaction by clicking on the **Edit** option. Once information is verified, **click** on **Confirm** to proceed.

MOVE MONEY	BILL PAY		
Pay and transfer	Review		
	Please check your details carefully b	before continuing. Once confirmed, your transfer cannot	be recalled.
	From		
	Account	Current Account 001-085745-001	
	То		
	Service	Electricity	
	Biller name	EVN HCMC	
	Client code	PE03001905113	
	Customer name	Long Pham	
	Address	35 Nguyen Hue	
	My bills		Edit 🖍
	Bill cycle	2020-05	
	Total amount	VND 115,000	
	Important information		
	Please make sure there is enough money need to make sure that the daily limit for	in your account or available limit in your credit card on the date your account supports all your requests.	s selected. You will also
		с	Cancel Confirm

#### Confirmation Your payment is successfully completed. Our reference Confirmation number 179671X784836 Biller Confirmation number PY20200831144159\_1050 From Account Current Account 001-085745-001 То Service: Electricity Billor nemo EVN HOMC Client code PE03001905113 Customer name Long Pham Address 35 Nguyan Has... My bills Bill cycle 2020-06 Total amount VND 131,000 Important information The total amount includes the amount you're paying for selected bill(s) and the transaction fee (if any).

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Back to your accounts

Pay another bill



\*Flow above is Golden Path flow for Bill Payments.



#### **Select Source Account**



#### Select Service type

# Mobile Top up



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#### **Select Mobile Number from Contact List**

First time you will need



# Mobile Top up

Select from the person's Mobile number from the contact list or

#### Select Top up Amount

# Mobile Top up

You can select the amount Select Continue after Top up displayed to top-up Mobile number is inputted. • • 0 • -0 • • 9:41 AM 9:41 AM ul 🕈 100% 💻 ul 🗟 100% 🔳 9:41 AM ull 🗢 100% 🔳 < Mobile top-up < То < Mobile top-up Mobifone Biller name Service Mobifone Biller name Mobile Top-up  $\sim$ Mobile number 6638444234 Mobile number 6638444234 Top up to mobile number **\*** 6638444234 Select a top-up value Select a top-up value 10,000.00 VND  $\bigcirc$ 10,000.00 VND 15,000.00 VND 15,000.00 VND  $\bigcirc$ 0 20,000.00 VND  $\bigcirc$ 20,000.00 VND  $\bigcirc$ 30,000.00 VND  $\bigcirc$ 30,000.00 VND Ο 40,000.00 VND  $\bigcirc$ 40,000.00 VND  $\bigcirc$ 50,000.00 VND 50,000.00 VND 0 Continue Continue Menu Back

The list of top up amount is

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#### Select Service Type



# Select Biller and Pre-paid card Value



Select Biller from the

**Mobile Pre-Paid** 

Tap on the pre-paid card value dropdown and select the appropriate

#### Select Pre-paid card quantity

# **Mobile Pre-Paid**

#### **Enter** prepaid cards quantity Click "Continue" to proceed 0 • -----0 • • • 0 • --ul Ş 9:41 AM 100% 🔳 ul 🕈 9:41 AM 100% 🔳 9:41 AM 100% 🔳 ul Ş < То < То < То Service Service Service Mobile Pre-paid card Mobile Pre-paid card $\sim$ $\sim$ Mobile Pre-paid card $\sim$ Biller name Biller name Biller name $\sim$ $\sim$ Mobifone Mobifone Mobifone $\sim$ Select a pre-paid card value Select a pre-paid card value Select a pre-paid card value 10,000.00 VND $\sim$ 10,000.00 VND $\sim$ 10,000.00 VND $\sim$ Enter pre-paid cards quantity Enter pre-paid cards quantity Enter pre-paid cards quantity $\oplus$ Θ $\oplus$ $\oplus$ 3 1 3 Continue 2 ^ BC 3 D E F 1 4 5 6 GHI JKL MNO 7 8 9 PGRS τυv WXYZ 킛 Continue $\langle \times \rangle$ 0

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#### Select Service Type



ul Ş	9:41 AM	100% 🗩
<	То	
Service		
Select service	type	<u> </u>
		?

# Other bill services

**Tap** on the **Service** and **select** the **Service Type** (water, electricity, post-paid,...)

#### -0 • 9:41 AM nil 🔶 100% 🔳 То < Select service type Х $\bigcirc$ Mobile Top-up $\bigcirc$ Mobile Pre-paid Card $\bigcirc$ Electricity 0 Insurance 0 Internet Land line $\bigcirc$ Mobile Post-paid Service charge Television $\bigcirc$ Water

#### Selects Biller name

all 📚	9:41 AM	100% 🔳	
<	То		
Service Mobile Po	st-paid	~	
Biller name Select you		s.,	
Client code Please en			

#### Select Biller and Input Client code

# Other bill services



#### Input Amount and Authenticate instruction

# Other bill services

Authenticate using Customer details information are Biometrics or using the 6 extracted after the client code has been digits Mobile PIN. identified. Then, tap "Continue" 0 • -0 • -9:41 AM 9:41 AM 100% 🔳 all 🔶 100% 💻 all 🔶 Mobifone Mobifone < < Customer name Zhang Wei Customer name Zhang Wei 30/3 \*\*\* \*\* \*\*\*\* Hyung Address Address 30/3 \*\*\* \*\* \*\*\*\* Hyung Post-paid bill amount Post-paid bill amount Amount Amount 10200 1020 Touch ID for "HSBC" Touch the Home button to log on Cancel Continue > 1 3 DEF AL 5 6 4 GHI JKL MNO 7 8 9 WXYZ PGRS TUV  $\langle \times \rangle$ 0 Menu Back Next

#### **Review and Confirm**

Authenticate using Biometrics or using the 6 digits Mobile PIN.

K Mobile top-up	
Biller name	Mobifone .
Mobile number	6638444234
Select a top-up value	
10,000.00 VND	۲
15,00	SC"
Touch ID for "HSE Touch the Home button to 20,00	
Cancel	
30,000.00 VIND	0
40,000.00 VND	0
50,000.00 VND	0
Continue	

# Mobile Top up

Tap on Confirm to proceed

<b>Ş</b>	9:41 AM	100% 🔲
<	Review	Cancel
From		HSBC Advance 123123123
3iller name		Mobifone
Service		Mobile top-up
Mobile number		6638444234
Fop-up value		10,000.00 VND
or available limit i selected. You will	there is enough m n your credit card also need to make ount supports all yo ice, you agree with payment.	e sure that the daily our requests.
	Confirm	<u>.</u>

If you want to make another payment just **scroll down** and **tap** on the **Pay a new bill** button



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#### If customers click on Cancel, transaction will get cancelled

#### Cancel this payment?

The details you've entered so far will be lost and the transaction will be cancelled. Are you sure you want to cancel?



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# **Mobile Pre-Paid**

**Click** on the copy icon or Use code now and go to your mobile phone dial pad along with the prefix or you can share the code.



#### **Review and Confirm**



# Other bill services

Customer review the

If you want to make another payment just scroll down and tap

Next