

Online Bill Payment

Pay now

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:

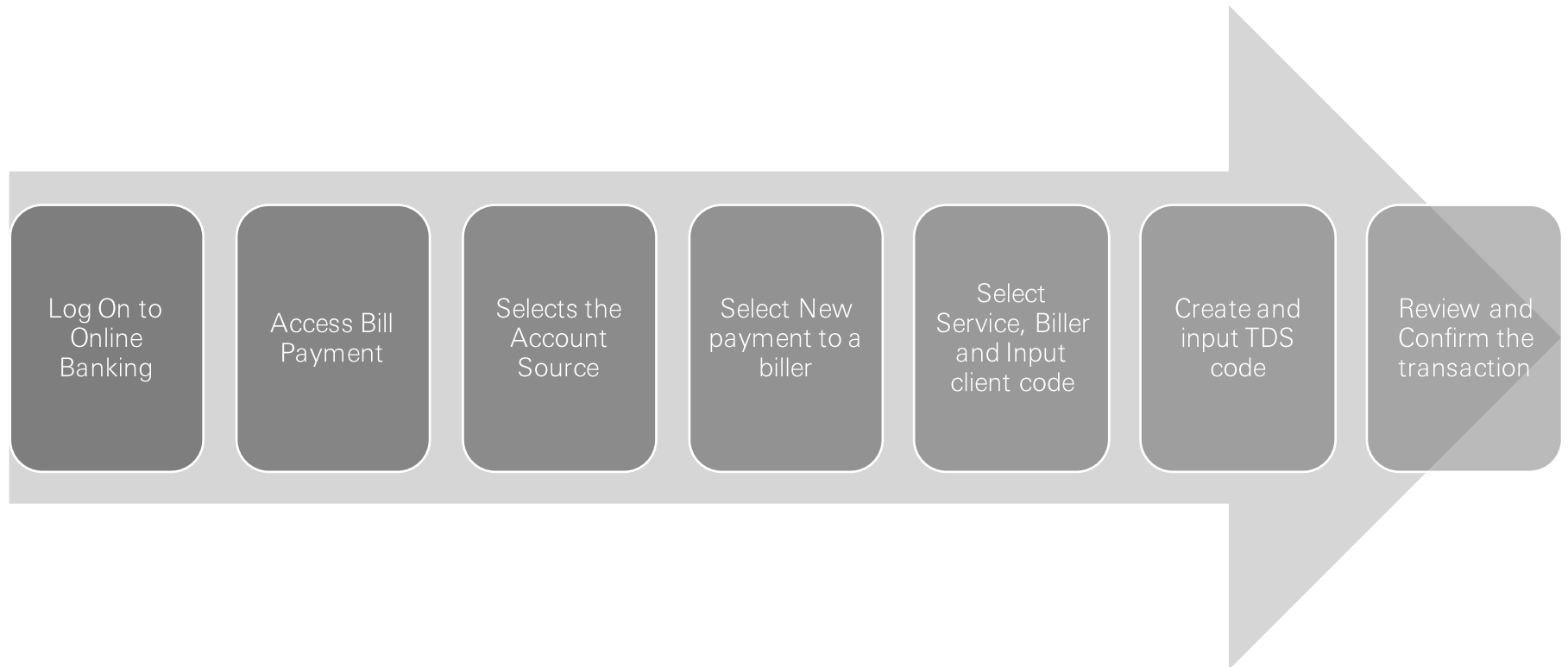
Online Banking

HSBC Vietnam app

Next



Bill Payments Journey Flow through Online Banking



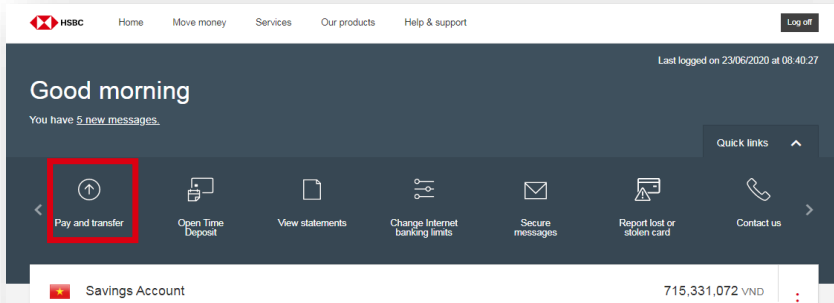
**Flow above is Golden Path flow for Bill Payments.*

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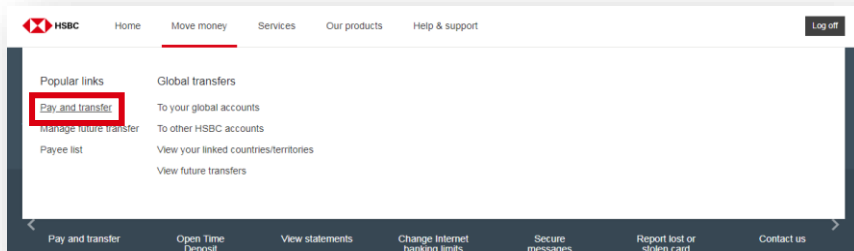
Next

Accessing Pay Now Journey – 4 Entry points

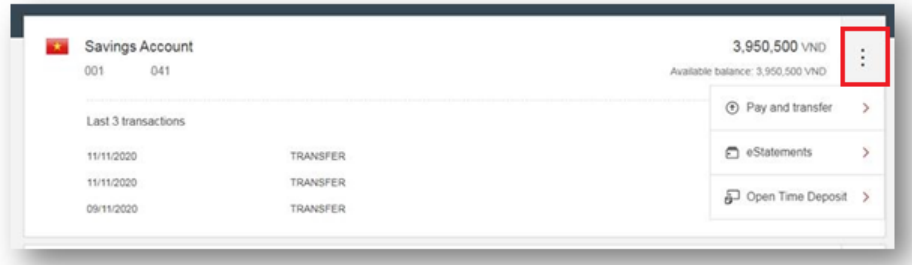
Option 1: Click on **Pay and transfer** in the **Quick Links** section



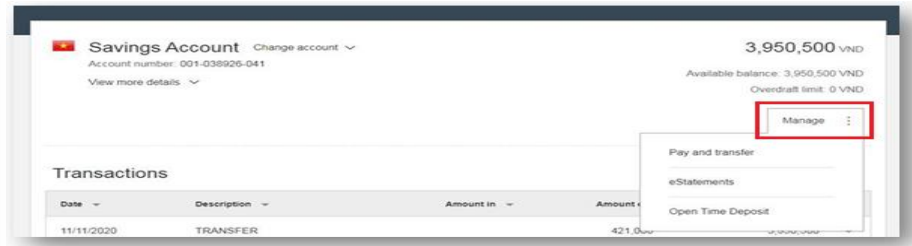
Option 3: Click on **Move Money** menu at the top of the page and choose on **Pay and Transfer**



Option 2: On the Accounts/Cards Summary main page → **Click** on the Ellipsis (...) from the account you want to make the bill payment → Choose **“Pay and transfer”**



Option 4: On the detail account page (after clicking on the selected account) → **Click** on the **Manage** buttons → Choose **“Pay and transfer”**



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

The screenshot shows a banking interface with a sidebar on the left containing 'MOVE MONEY' and 'PAY AND TRANSFER'. The 'PAY AND TRANSFER' section is active, showing 'New payments and transfers'. Below this, there's a 'From' section with a dropdown menu labeled 'Choose an account'. The 'To' section has three options: 'Your accounts or someone you've paid before', 'New payment to a person', and 'New payment to a biller'. The 'New payment to a biller' option is highlighted with a red box. At the bottom right, there is a 'Back to your accounts' button.

Select the **type of account** you would like to use for bill payment, by clicking on "Account"

Note: You can choose between two options below to pay the bill:

-Current / Saving Accounts in VND, or

-Credit Card

❖ Please make sure that you have enough funds to make the payment and transfer limits as well.

Click on **New payment to a biller** to proceed

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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.

From

Account

HSBC Advance
12-34-56 12345678

VND 10,090.45

Available balance VND 10,590.45

To

Service

Please select

Electricity

Water

Internet

Mobile top-up

Important information

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms & Conditions](#) for bill payment.

Cancel Continue



To

Service

Mobile Top-up

Top up to mobile number

0123456789

Important information

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms & Conditions](#) for bill payment.

Cancel Continue

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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Next

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 bill.

From

Edit

Account

HSBC Advance
12-34-56 12345678

VND 10,090.45

Available balance VND 10,590.45

To

Service

Mobile Pre-paid card

Biller name

Mobifone

Pre-paid value

10,000

Number of cards

01

Important information

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.
By using this service, you agree with our [Terms & Conditions](#) for bill payment.

Cancel

Continue

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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Next

Select Service, Biller and Input Client Code

Other bill services

To

Service

Biller name

Important information

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms and Conditions](#) for bill payment.

Cancel Continue

bill.

HSBC Advance
12 34 56 12345678 VND 10,090.45

Available balance VND 10,590.45

Mobile Postpaid

Client code

Important information

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms & Conditions](#) for bill payment.

Cancel Continue

Select the following steps:

Step 1 : Service – Select the service from the dropdown menu as electricity, water, postpaid,...

Step 2: Biller name – Select from drop down list

Step 3: Input Client Code

Click on **Continue** to proceed.

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Next

Create and input TDS code

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 on-screen instructions.

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

Additional security 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 hold 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.

Security code

Cancel **Continue**

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**.

5:19
Generated security code

Your security code
562666

This security code will expire in 36 seconds

Fraud alert: Don't fall victim to a scam, never give out your security codes to anyone. Criminals pretend to be people you trust like a company you pay bills to.

For more information please visit our [Security centre](#).

If you have entered an incorrect PIN, you will generate an incorrect security code.

Generate new security code

Additional security required

Step 1
Open the HSBC Mobile Banking app and select Generate security code.

Step 2
Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. Eg: If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3
Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

Important information

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

By using this service, you shall be deemed to agree with the [Terms & Conditions for Telegraphic Transfers](#)

Cancel **Continue**

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

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**

Pay and transfer

Auto pay registration and management

Review

Please check your details carefully before continuing. Once confirmed, your transfer cannot be recalled.

From Edit

Account **HSBC Advance**
12-34-56 12345678
Available balance VND 10,590.45

To Edit

Service Mobile Top-up

Top up to mobile number 0123456789

Top-up amount Edit

Bill name Mobifone

Top-up value VND 10,000

Important information

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms & Conditions](#) for bill payment.

Cancel **Confirm**

Confirmation

✔ Your payment is successfully completed.

Our reference

Confirmation number N1234987654

Bill confirmation number N1234998778

From

Account **HSBC Advance**
12-34-56 12345678

To

Service Mobile Top-up

Top up to mobile number 0123456789

Top-up amount

Bill name Mobifone

Top-up value VND 10,000

Important information

The total amount includes the amount you're paying for selected bill(s) and the transaction fee (if any).

Print Back to your accounts **Pay another bill**

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Review and Confirm

Mobile Pre-Paid

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**

Pay and transfer
Auto pay registration and management

Review

Please check your details carefully before continuing. Once confirmed, your transfer cannot be recalled.

From Edit

Account **HSBC Advance**
12-34-56 12345678
Available balance VND 10,590.45

To Edit

Service Mobile Pre-paid card
Billers name Mobifone
Pre-paid value VND 10,000
Number of cards 01

Total payable amount
Total amount VND 10,000

Important information
Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.
By using this service, you agree with our [Terms & Conditions](#) for bill payment.

Cancel **Continue**

Confirmation

✓ Your payment is successfully completed.

Our reference
Confirmation number N1234987654

From

Account **HSBC Advance**
12-34-56 12345678

To

Service Mobile Pre-paid card
Billers name Mobifone
Pre-paid value VND 10,000
Number of cards 01
Total payable VND 10,000

Pre-paid card serial code(s)

Serial code 1234 5678 9000

Important information
The total amount includes the amount you're paying for selected bill(s) and the transaction fee (if any).

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.

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Review and Confirm

Other bill services

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 before continuing. Once confirmed, your transfer cannot be recalled.

From

Account

Current Account
001-085745-001

To

Service

Electricity

Biller name

EVN HCMC

Client code

PE03001905113

Customer name

Long Pham

Address

35 Nguyen Hue...

My bills

Bill cycle

2020-05

Total amount

VND 115,000

Important information

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

Cancel

Confirm

Edit



Confirmation

Your payment is successfully completed.

Our reference

Confirmation number 175671X784636
Biller Confirmation number PY20200331144159_1059

From

Account Current Account
001-085745-001

To

Service Electricity
Biller name EVN HCMC
Client code PE03001905113
Customer name Long Pham
Address 35 Nguyen Hue...

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).

Print

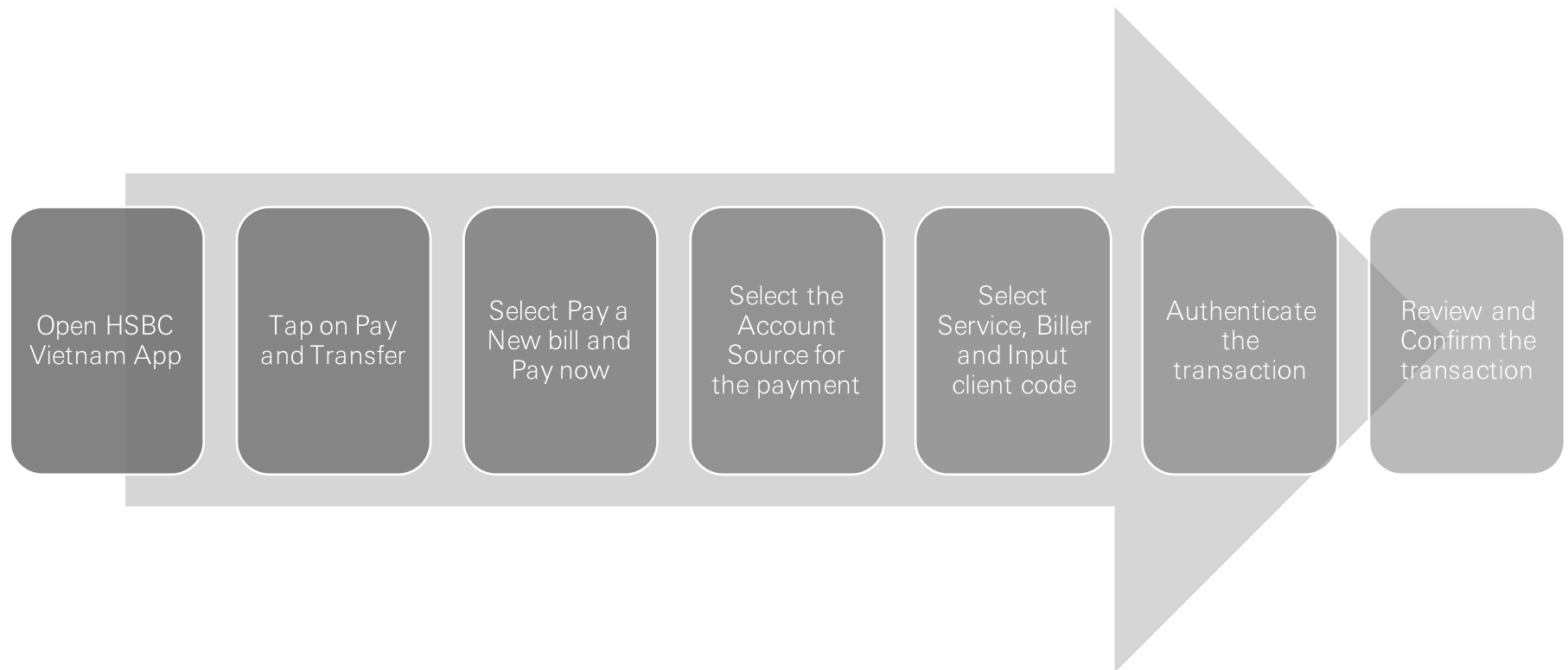
[Back to your accounts](#)

[Pay another bill](#)

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Bill Payments Journey Flow through HSBC Vietnam app



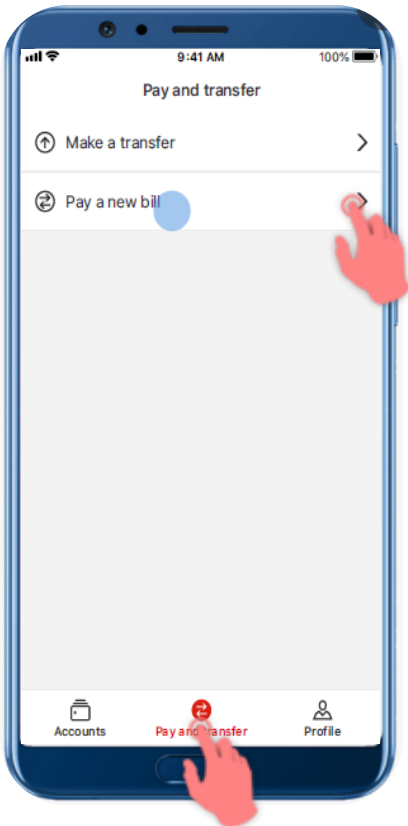
**Flow above is Golden Path flow for Bill Payments.*

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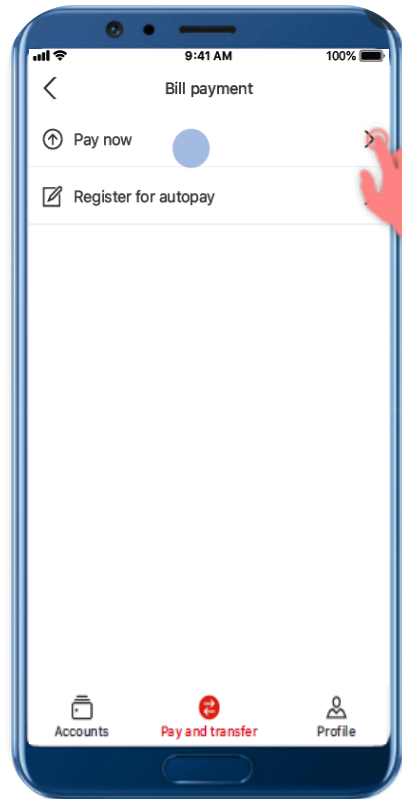
Next

Select Source Account

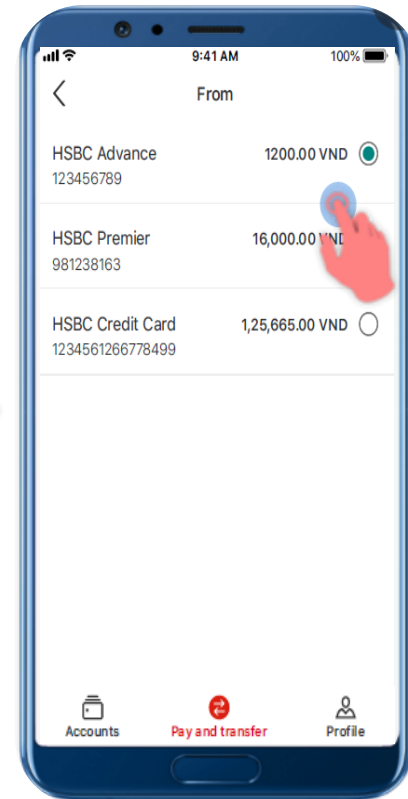
Select on **Pay and transfer**
and tap on **Pay a new bill**



Select **Pay now**



You will need to select the
Source Account



Menu

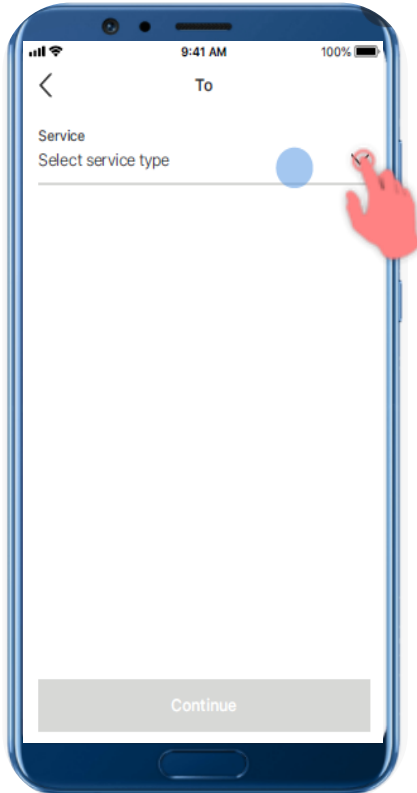
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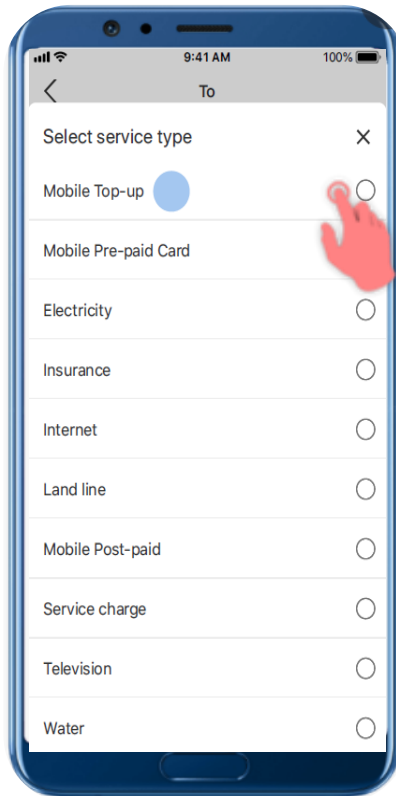
Select Service type

Mobile Top up

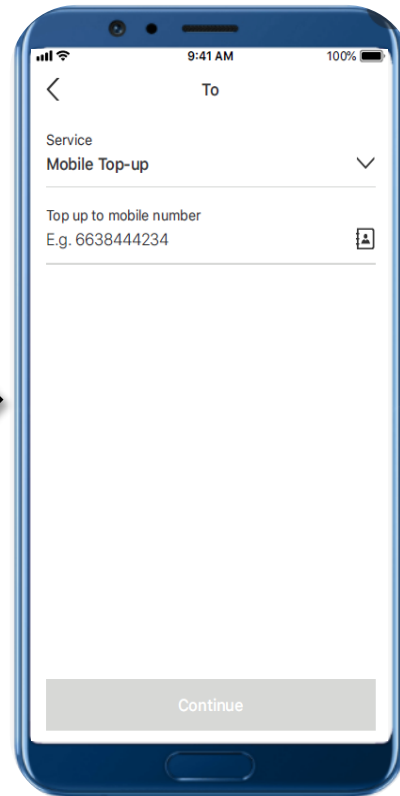
Tap on the **Service** dropdown menu and **tap** the **Service Type**.



Selects **Mobile Top-up**



You can either **input** the number manually or can **select** from native contact list



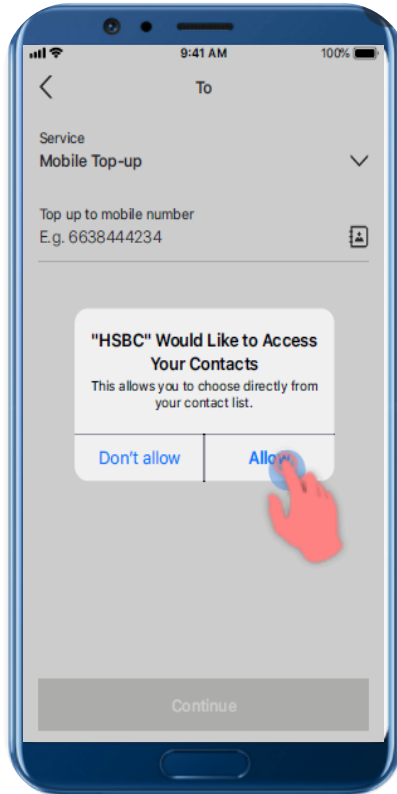
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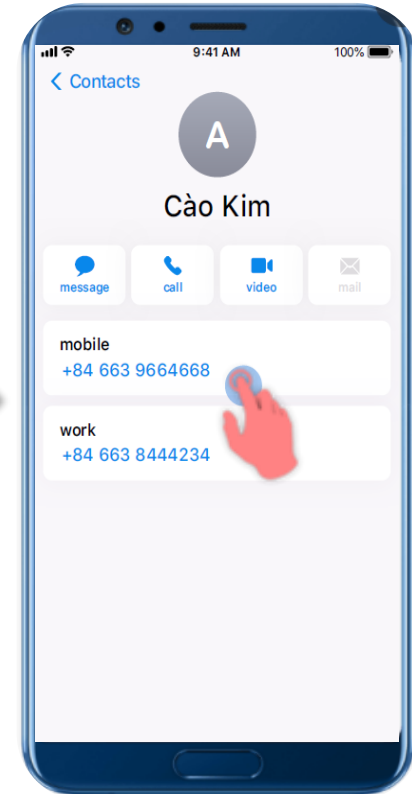
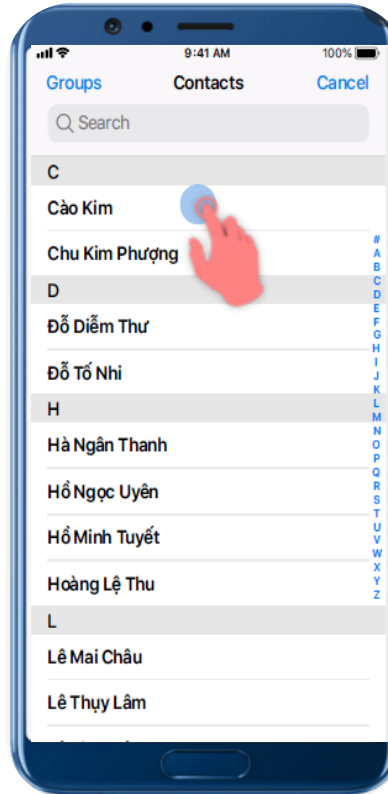
Select Mobile Number from Contact List

First time you will need provide access to HSBC to your contacts



Mobile Top up

Select from the person's Mobile number from the contact list or **type in** for searching in the Search box



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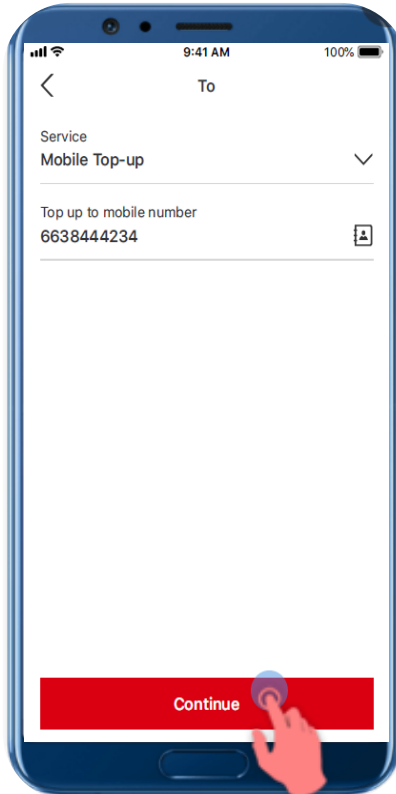
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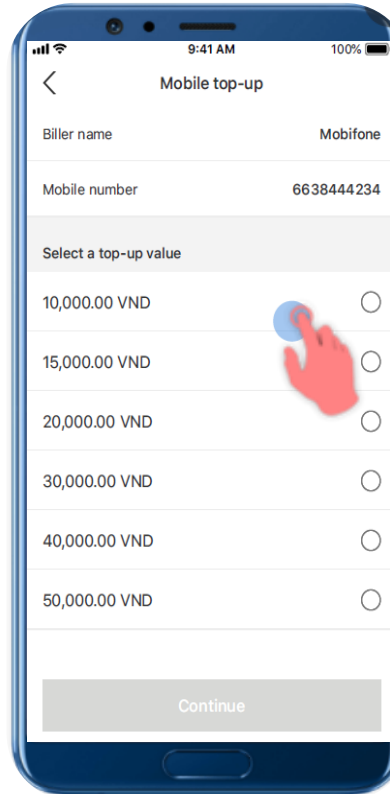
Select Top up Amount

Mobile Top up

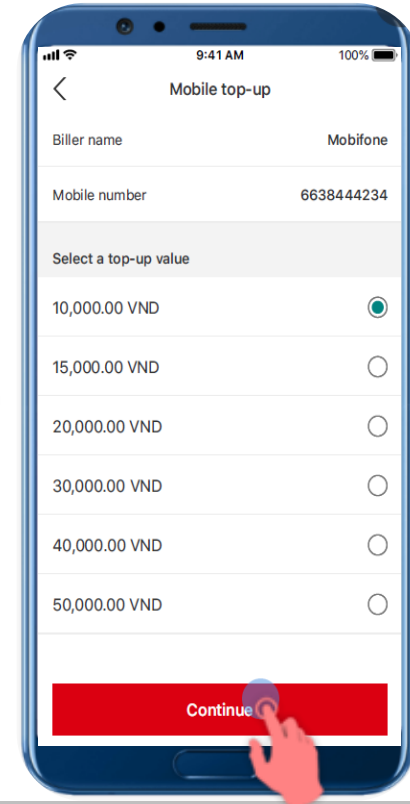
Select **Continue** after Top up Mobile number is inputted.



The list of top up amount is displayed



You can select the amount to top-up



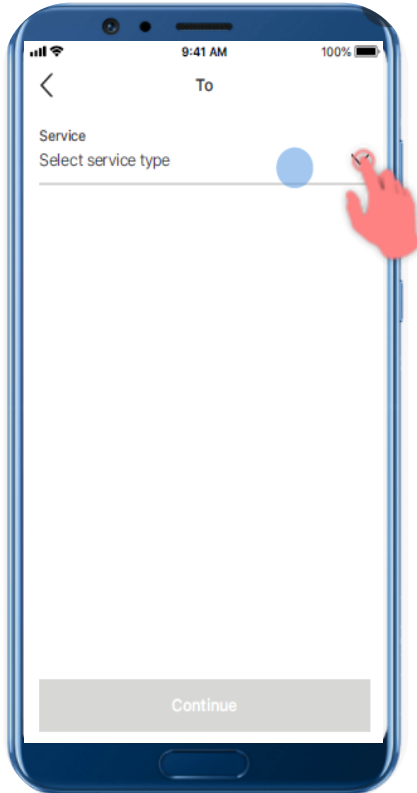
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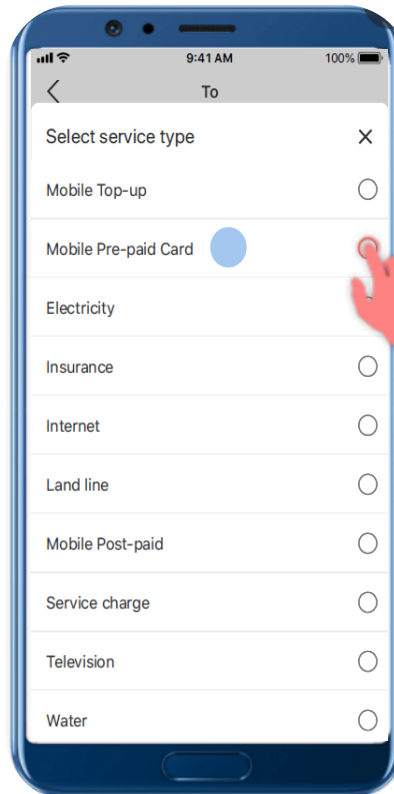
Select Service Type

Select the **Service Type** as shown.

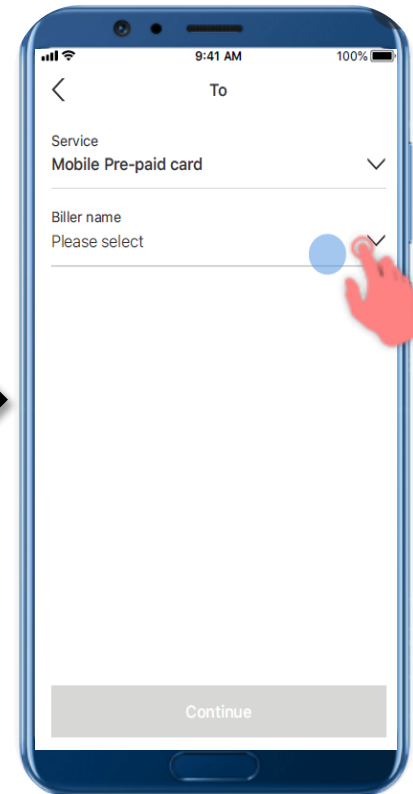


Mobile Pre-Paid

Tap on the **Service** and **select the Service Type**



Selects "Mobile Pre-paid card"



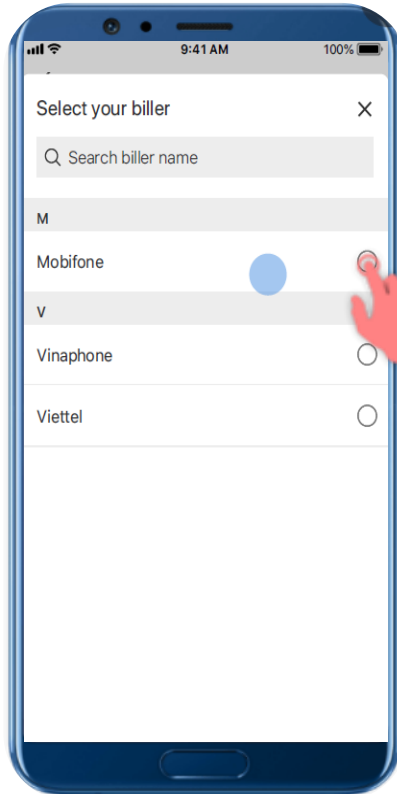
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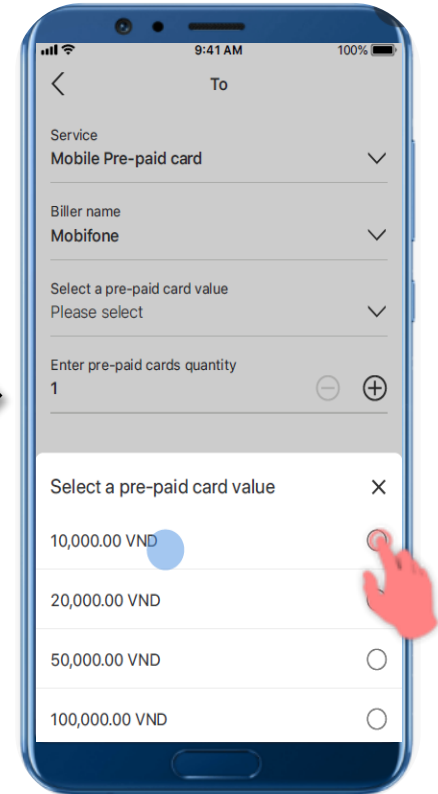
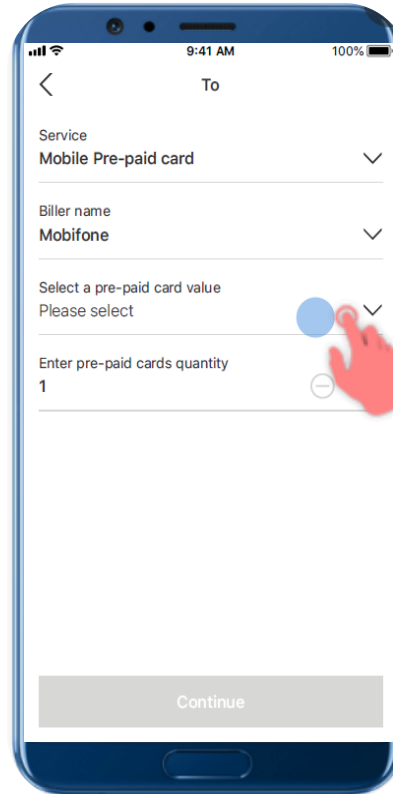
Select Biller and Pre-paid card Value

Select **Biller** from the available list



Mobile Pre-Paid

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



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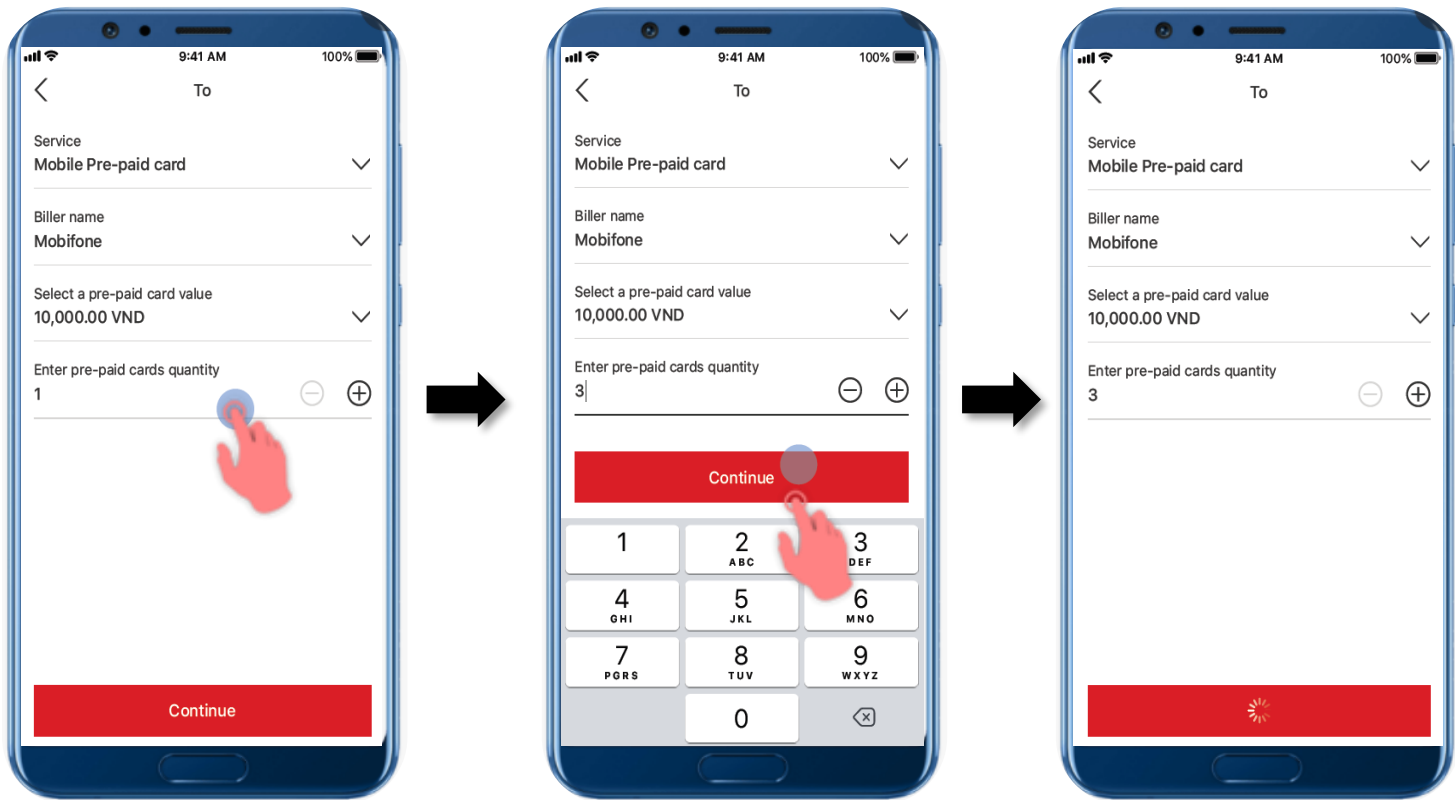
Next

Select Pre-paid card quantity

Mobile Pre-Paid

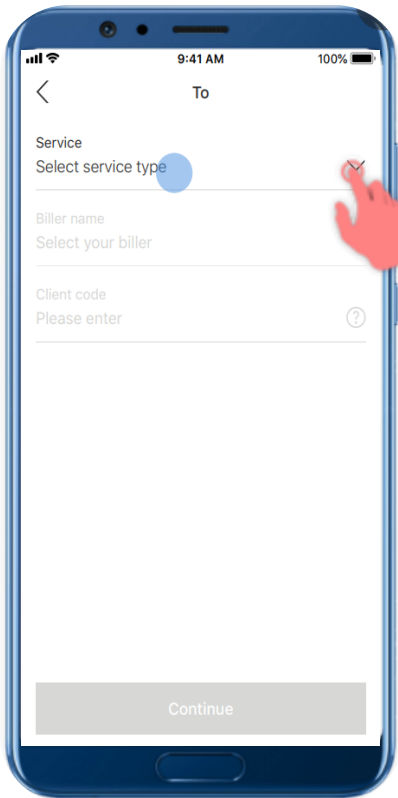
Enter prepaid cards quantity

Click "Continue" to proceed



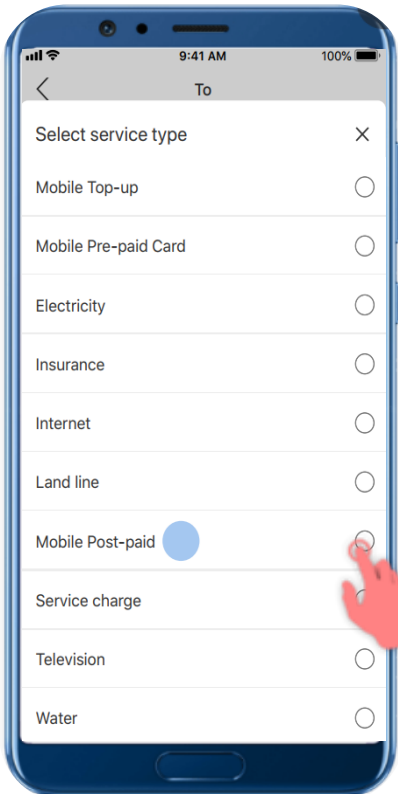
Select Service Type

Select the **Service Type** as shown.

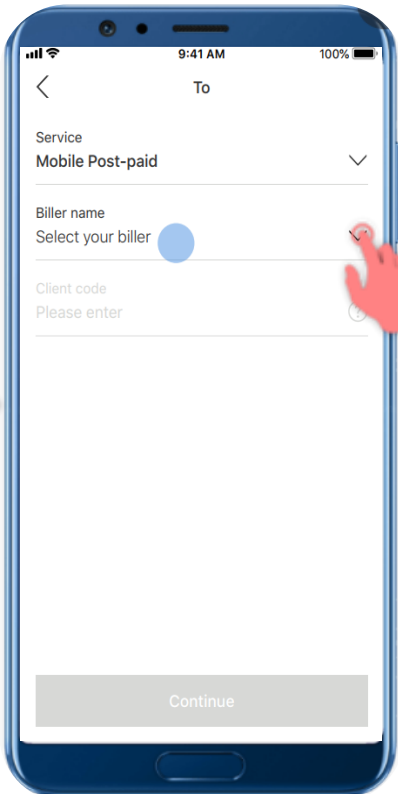


Other bill services

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



Selects Biller name



Menu

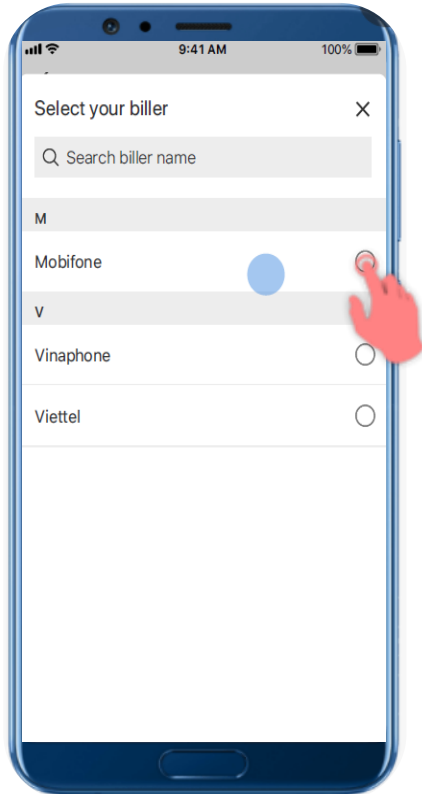
Back

Next

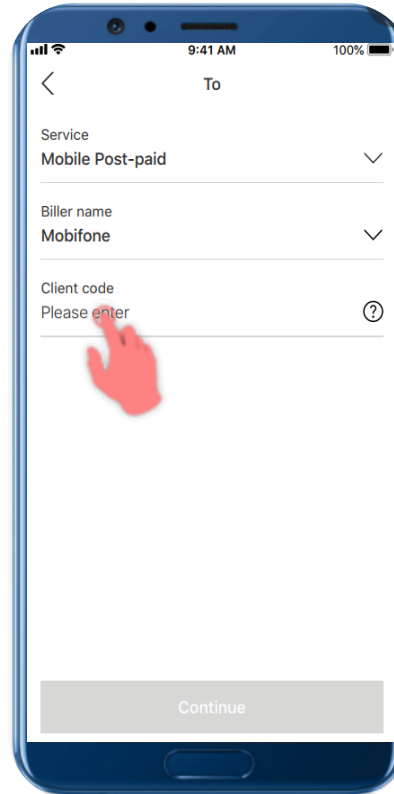
Select Biller and Input Client code

Other bill services

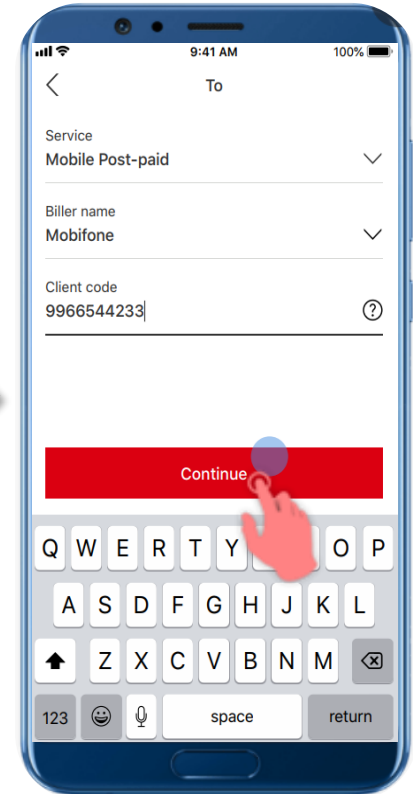
Select Biller from available list



Input the client code



Click on "Continue" to proceed



Menu

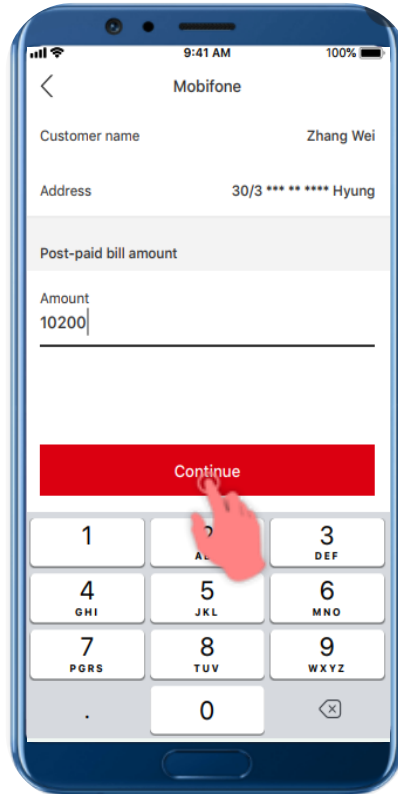
Back

Next

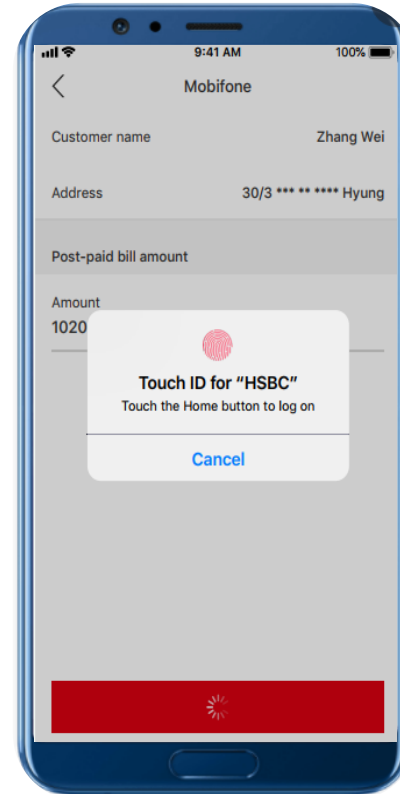
Input Amount and Authenticate instruction

Other bill services

Customer details information are extracted after the client code has been identified. Then, tap **"Continue"**



Authenticate using Biometrics or using the 6 digits Mobile PIN.



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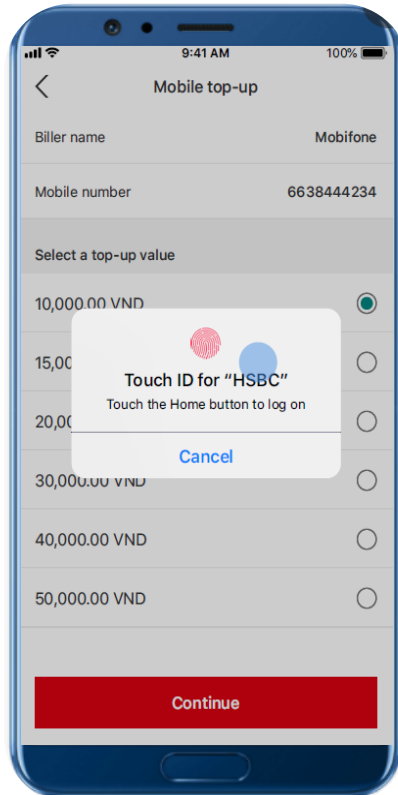
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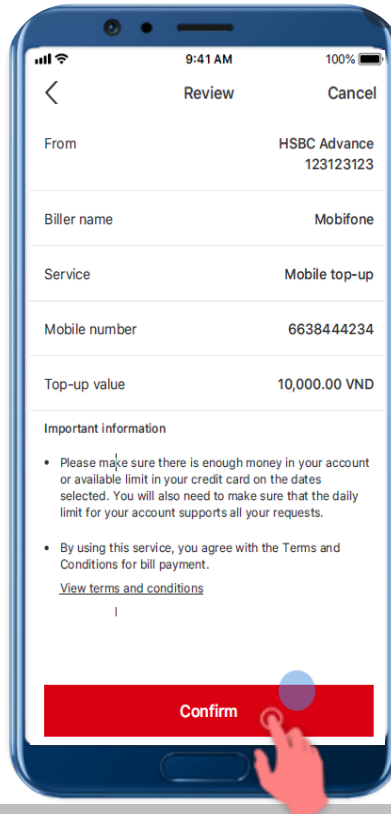
Review and Confirm

Mobile Top up

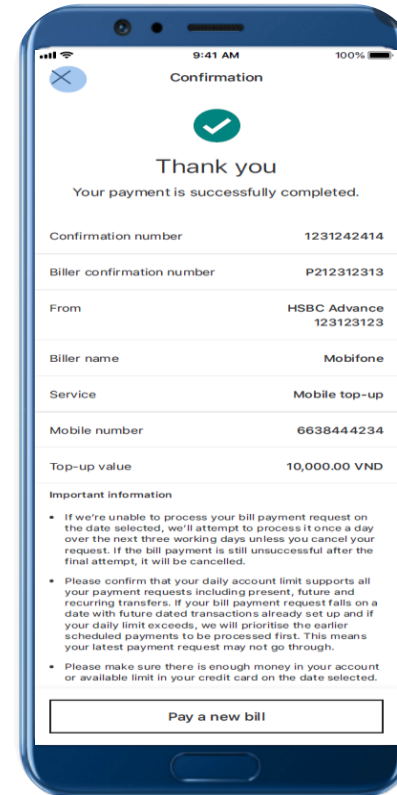
Authenticate using Biometrics or using the 6 digits Mobile PIN.



Tap on Confirm to proceed



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



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?



Menu

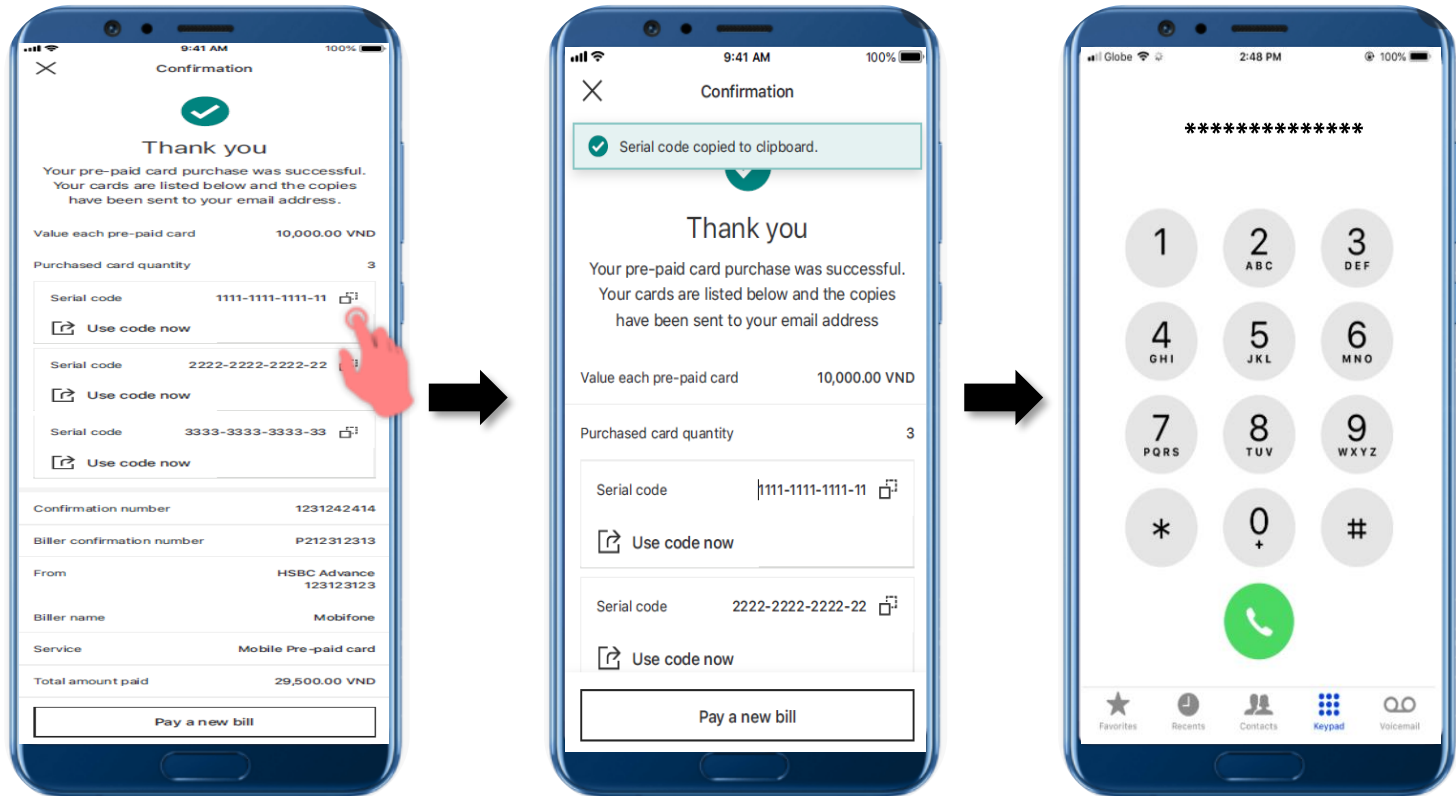
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Next

Review and Confirm

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.



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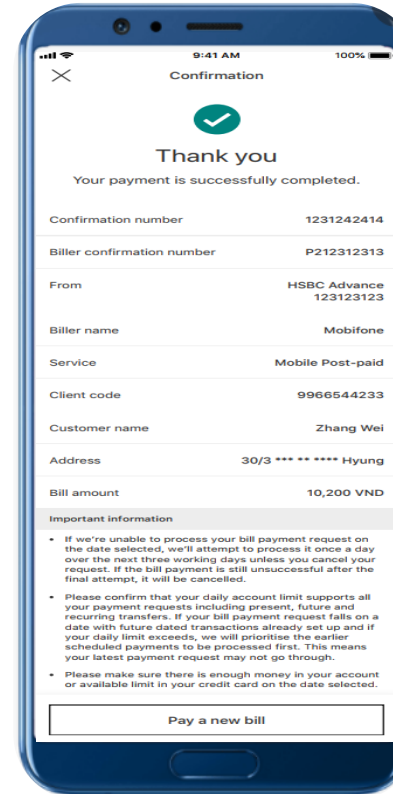
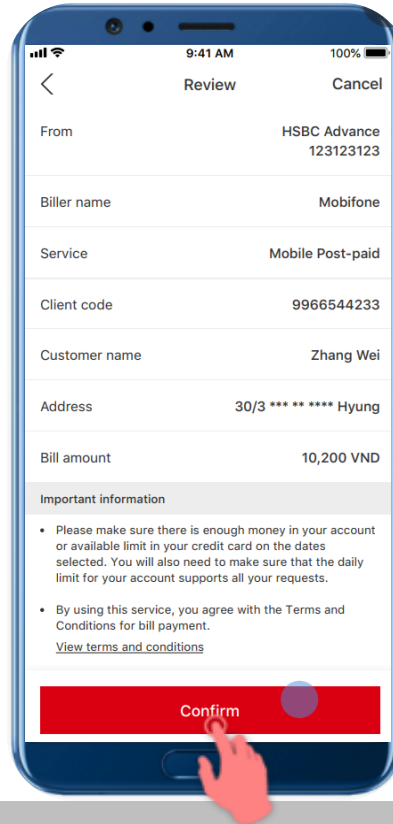
Next

Review and Confirm

Other bill services

Customer review the transaction and select **Confirm**

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



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