

1. [Inward Payments Updates](#)
2. [Outward Payments Updates](#)



Inward Telegraphic Transfer/Inward Real-time Interbank Payment (i.e. CHATS) Services Update
New Inward Payment Reference Number Format

With the successful launch of the new system for outward payment, we are pleased to inform you that the system upgrade for a new set of inward payment reference number format will be gradually rolled out for consistency and your easier reference.

Inward Telegraphic Transfer and Inward Real-Time Interbank transactions

With this upgrade, a new set of payment reference numbers will be adopted for inward telegraphic transfer and inward real-time interbank transactions (i.e. inward CHATS) which applicable to your account. The system update is being conducted in phases for all inward payment transactions.

Phase 1:

Applicable to inward real-time interbank transactions (i.e. inward CHATS). New payment reference numbers will be adopted in phases starting from early January 2010. The new reference numbers are applicable for ALL inward real-time interbank transactions with effect from the first quarter of 2010 as scheduled.

Phase 2:

Applicable to all inward remittance transactions. New payment reference numbers will be adopted in phases starting from the second quarter of 2010. The new reference numbers will be applicable to ALL inward telegraphic transfer transactions with effect from the fourth quarter of 2010 as scheduled.

If you are currently using inward payment reference numbers for reconciliation purposes, please take note of the format change. For details of the inward reference number format, please refer to the following table:

Payment reference number format <u>before</u> system upgrade	Payment reference number format <u>after</u> system upgrade
Inward payments by telegraphic transfer Format: IRTTnnnnnnnn..... (nnnnnnnn.. is up to 16 alphanumeric) Inward payments via real-time interbank payment Format: nnnnnnn (nnnnnnn = 7-digit reference number)	Inward payments by telegraphic transfer and Inward payments via real-time interbank payment Format: HS1ddmmyxxxxxxxx (ddmmy = Process date) (xxxxxxxx = 8 alphanumeric reference number) For example, a payment received on 4 January 2010 may have a reference number HS104010ABCDEFAA

For enquiries, please call our Hang Seng Remittance Hotline on 2123 1088.

[BACK](#)



Telegraphic Transfer and Real-time Interbank Payment Services Updates

New Payment Reference Number Format

As part of our continuing efforts to improve our remittance services, we are pleased to inform you that we have upgraded our payments processing system with the aim of providing you with enhanced efficiency and reliability!

With this upgrade, a new set of Payment Reference Numbers will be adopted for your easier reference when your instructions for Telegraphic Transfers and/or Real-time Interbank Payments (RTGS) (i.e. CHATS payments) are submitted.

The system upgrade is being conducted in two phases:

Phase 1:

Applicable to paper Telegraphic Transfer and RTGS processing via branches. New payment reference numbers have been adopted in phases starting from 11 January 2009; these new reference numbers are applicable for ALL paper instructions with effect from the third quarter of 2009 as scheduled.

Phase 2:

Applicable to Telegraphic Transfer and RTGS processing via Internet banking (Hang Seng HSBCnet/ Business e-Banking*/ Personal e-Banking).

New payment reference numbers will be adopted in phases starting from August 2009; these new reference numbers will be applicable for ALL instructions received via Internet banking with effect from the fourth quarter of 2009 as scheduled.

*** Remarks: The payment reference number for Real-time Interbank (i.e. CHATS) payment in USD/ HKD via Hang Seng Business e-Banking will remain unchanged.**

If you are currently using the payment reference numbers for reconciliation purposes, please take note of the format change.

For details of payment reference number format, please refer to the following table:

Payment Reference number format before system upgrade	New Payment Reference number format after system upgrade
<u>Outward payments by Telegraphic Transfer</u> Format: ORTTnnnnnnnn (nnnnnnnnn = 9-digit reference number)	<u>Outward payments by Telegraphic Transfer</u> and <u>Outward payments via Real-time Interbank (i.e. CHATS) Payment</u> Format: HS1ddmmyxxxxxxxx (ddmmy = Process date) (xxxxxxxx = 8-character reference)
<u>Outward payments via Real-time Interbank Payment (i.e. CHATS)</u> Format: nnnnnnn (nnnnnnn = 7-digit reference number)	

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[BACK](#)

