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Hang Seng Launches New Business Banking Remote Account Opening Service
Digital Innovation to Help Commercial Customers Seize Opportunities 24x7

In a continuing effort to provide convenient and efficient banking solutions to commercial customers, Hang Seng Bank has just launched a new Business Banking Remote Account Opening Service, the latest digital innovation under the Bank's ongoing investment in financial technology aimed at supporting customers to capture business opportunities and enhance operational efficiency.

Business Banking Remote Account Opening allows business clients to open an account anytime, anywhere without the need to make an appointment or visit a Business Banking Centre in person. The convenient service is particularly timely given the challenges brought by social distancing and the change of lifestyle habits this year.

The paperless, digital and simple account opening process is suitable for all sole proprietors and one-person limited companies registered in Hong Kong. Commercial customers can open an Integrated Business Solutions Account through digital channels in just three simple steps.

1. Submit an application by providing a company's details on the Hang Seng Business Online Application Platform;
2. Complete the digital ID verification through mobile application; and
3. Acknowledge the application via the e-Confirmation portal.

After completing the three steps, the Integrated Business Solutions Account can be opened in as fast as 5 working days. Through Hang Seng Business e-Banking services, customers can easily access company account details, transfer funds, perform auto-pay, remit funds and review e-Statement. Customers may also opt-in for ATM services, phone banking services and payroll during the remote account opening process.

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To provide a better remote account opening experience to commercial customers, Hang Seng has set up a dedicated team and a service hotline (2198 8000) to assist with account opening applications and answer customer enquiries. The remote account opening service comes with a Live Chat function through which customers can contact the Bank's customer service officers instantly if they require any assistance during the process.

Donald Lam, Head of Commercial Banking at Hang Seng Bank, said: "Hang Seng is always there to support our commercial customers at every stage of their growth journey. Indeed, we have been particularly supportive of Hong Kong SMEs. Today, digital technology is ubiquitous in all aspects of life, significantly driving the pace of people's lives and raising customers' expectations. We are committed to helping commercial customers to achieve higher operational efficiency and easier cash management. Our continuous enhancements on digital innovation in commercial banking provide our customers with greater flexibility to meet their customers' needs. With the launch of the new Business Banking Remote Account Opening Service, Hong Kong commercial customers can make use of the Bank's online channels to handle their business needs more easily and identify business opportunities. We have invited a number of businesses to set up a new account with us via this new channel and so far, we have received positive feedback on the fast and convenient process."

From now until 31 March 2021, new commercial customers will enjoy account opening administrative fee waiver and remitting fee waiver for the first two months after successfully setting up an Integrated Business Solutions Account via remote account opening service. Customers will also enjoy foreign currency exchange privilege of up to 140 basis points.

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Photo Caption

Photo 1

Commercial customers can open an Integrated Business Solutions Account through digital channels in just three simple steps.

The screenshot displays the Hang Seng Bank website interface. At the top, the bank's logo and name are visible. Below the navigation bar, a banner features the text 'Hang Seng Business Integrated Account Online Application Platform' and a sub-headline: 'The new remote account opening is now available first to sole proprietors/one-person limited companies!'. A 'Watch Video' button and an 'Apply now' button are present. Below the banner, a '3 steps to open an Integrated Business Solutions Account remotely' section is shown with three numbered steps: 1. Sign up to provide business details and related documents, 2. Complete Digital ID Verification, and 3. e-Confirm your business account application documents. To the right, a 'Business account opening document checklist' is displayed, with a dropdown menu for 'Local companies' and a selected option: 'Sole Proprietorship, Limited Company/Partnership registered in Hong Kong (PDF 528k)'. A 'Live Chat' button is also visible.

About Hang Seng Bank

Founded in 1933, Hang Seng Bank operates over 290 service outlets serving both personal and business customers. The Bank also maintains branches in Macau and Singapore, and a representative office in Taipei.

Established in May 2007, wholly owned subsidiary Hang Seng Bank (China) Limited is headquartered in Pudong, Shanghai, and operates a mainland China network with outlets in more than 10 major cities, including Beijing, Guangzhou, Shenzhen and Tianjin.

With total assets of HK\$1,732 billion as at 30 June 2020, Hang Seng Bank reported a profit attributable to shareholders of HK\$9,143 million for the first half of 2020. Hang Seng Bank is a principal member of the HSBC Group, one of the world's largest banking and financial services organisations. For further information on Hang Seng Bank, please visit the Bank's website at www.hangseng.com.