

FAQs Of Invitation to experience Hang Seng Commercial Multi-Currency Debit Mastercard for existing ATM Card customers

(Applicable to existing ATM Card customers invited to use Hang Seng Commercial Multi-Currency Debit Mastercard)

Invitation Background

1. Why are you inviting me to experience for the Hang Seng Commercial Multi-Currency Debit Mastercard (“Commercial Debit Card”)?

The new Commercial Debit Card will provide enhanced functions compared with the existing ATM Card. In addition to integrate the cash deposit and withdrawal functions of the original ATM Card, you can also make card payment and withdraw cash in 12 major currencies. This enhanced service is designed to provide you with greater convenience, especially for transactions with overseas merchants, allowing you to handle international payment transactions with more flexibility.

2. What benefits will I get with the new Commercial Debit Card?

The new Commercial Debit Card comes with numerous new benefits:

- **Convenient Payment Options, Pay directly from linked accounts :** Customers can pay directly from the below Hang Seng Business Integrated Savings Account linked with the Commercial Debit Card to cater for payment needs up to daily spending limit of HKD 200,000 and monthly spending limit of HKD 5,000,000. This Commercial Debit Card supports both online and offline payments, making purchases and payments more convenient and hassle-free.
- **Enjoy multi-currencies capability & Lock in Preferred FX rate:** The Commercial Debit Card provides the flexibility to make payments and cash withdrawals conveniently in 12 major currencies*. Customers can save FX costs by locking in preferred exchange rates, performing FX and depositing the foreign currencies into Hang Seng Business Integrated Savings Account before spending or withdrawal.
*12 major currencies include HKD, USD, RMB, AUD, CAD, CHF, EUR, GBP, JPY, NZD, THB and ZAR.
- **Global ATM Network Access:** Customers can conveniently make cash withdrawals from HSBC Group and Mastercard network ATMs worldwide, with no handling fee for local cash withdrawals from HSBC Group network ATMs in Hong Kong.
- **Cost Savings for your business:** Customers can enjoy cost savings with no handling fee for foreign currency transactions. Plus, the Commercial Debit Card comes with no annual fee.
- **Enhanced Card Control:** With the Hang Seng Business Mobile App, customer can easily manage card settings, including instant card blockage, ATM cash withdrawal limit adjustment, and spending limit adjustment.

•Uncapped Cash Rebate: Customers can earn uncapped 0.5% cash rebate on all eligible spendings. Don't miss out our attractive offers with the Commercial Debit Card.

3. Are there any fees for accepting the invitation to experience the Commercial Debit Card?

No. You will not have to pay any extra fees for the upgrade, and there is no annual fee for Commercial Debit Card.

4. Can existing ATM Card holders continue to use ATM Card while he/she also accepts to experience the Commercial Debit Card as a Debit Card User?

Existing ATM Card holders can continue to use the original ATM Card until expiration.

Difference from ATM Card

1. Can Debit Card Users use the Commercial Debit Card in the same way as the existing ATM Card?

The new Commercial Debit Card is more widely accepted than the ATM Card around the world, so you can use it for more transactions. After activating the new Commercial Debit Card, the Debit Card User can use it with any retailer that accepts Mastercard – online or offline. You can also enjoy more rewards, benefits and controls, as compared with existing ATM card.

The comparison table below illustrates the key difference between the two cards:

	Hang Seng Commercial Debit Card	Hang Seng Commercial ATM card
Key Functions		
Multicurrency settlement support	✓	✗
Card Control Management (e.g. block/unblock cards and adjust spending limits)	✓	✗
Transaction Scenarios		
Transactions at Point of Sales merchants	✓	✓
Card Withdrawals at ATM (local and overseas)	✓	✓
Services at self-service kiosk – cheque deposit, cash deposit, foreign exchange	✓	✓
E-Commerce transactions (Card-Not-Present Payment Transaction)	✓	✗
Contactless payments	✓	✗
Card Benefits	Hang Seng Commercial Debit Card	Hang Seng Commercial ATM card

0.5% Cash Rebate on eligible spending	✓	✗
Global Data Roaming	✓	✗
E-Commerce Purchase Protection	✓	✗
Mobile Phone Protection	✓	✗
ID Theft Protection	✓	✗
Airport Lounge Access	✓	✗
Mastercard Travel & Lifestyle Services	✓	✗
Mastercard Travel Rewards	✓	✗
Mastercard Easy Savings Specials	✓	✗

2. Can the Debit Card User access the Current Account with the new Commercial Debit Card that is linked to the ATM Card at an ATM with the new card?

The Commercial Debit Card only supports transactions from the Savings Account under the Business Integrated Account or Biz Virtual+ Account. Please ensure there is available balance in the business Savings Account first before using the card.

3. Can the Debit Card User use the new Commercial Debit Card at ATMs the same way as how the existing ATM Card holder uses the ATM Card?

The Debit Card User may use the new Commercial Debit Card at HSBC group's ATM network or Mastercard Cirrus Network. Cash withdrawal fee may apply to withdrawal via local non-HSBC group ATM network and overseas ATM network, please refer to our Commercial Banking Services Fees and Charges.

4. Can the Debit Card User use the new Commercial Debit Card at Cheque Deposit Machines the same way as how they use the ATM Card?

The Debit Card User may deposit cheques at the Cheque Deposit Machines by manually entering the account number printed on the new Commercial Debit Card's back. However, the Debit Card User will not be able to deposit cheques at Cheque Deposit Machines by inserting the new Commercial Debit Card.

Activation & Usage

1. How can the Debit Card User activate the new Commercial Debit Card?

Please call our card activation hotline on (852) 2997 3366 to activate the card and set up your PIN.

2. When can the Debit Card User start using the new Commercial Debit Card? Will a new PIN be set up?

Once the new Commercial Debit Card has been successfully activated, the Debit Card User can start using it for a range of purchase transaction, as well as uses at self-service terminals. The Debit Card User will need a new PIN to use the Commercial Debit Card for ATM services and EPS/PPS transactions.

The PIN can be set via our card activation hotline on (852) 2997 3366 after activating the Commercial Debit Card.

3. Can the existing ATM Card holder continue to use the ATM Card after he/she activates a Commercial Debit Card as a Debit Card User?

Yes, the ATM Card holder can continue to use the ATM Card even if he/she also acts as a Debit Card User and activates a Commercial Debit Card.

4. What happens if the Debit Card User does not activate the Commercial Debit Card within 12 months from the card issuing date?

The new Commercial Debit Card will be automatically cancelled if it is not activated within 12 months from the card issuing date. The existing ATM Card holder will be able to continue to use the existing ATM Card as usual.

5. What should I do if I or the existing ATM Card holder do not wish to experience the Commercial Debit Card?

If you or the ATM Card holder do not wish to experience the new Commercial Debit Card, please reply to us via e-form (applicable to customers receiving notification via e-mail with Business e-Banking access) or the reply slip (applicable to customers receiving notification via letter).

6. Will I get separate bank statements for the Commercial Debit Card?

No. All Commercial Debit Card transactions will appear on the bank statements for your Business Integrated Account or Biz Virtual+ Account.

7. Where can I get more help?

If your question has not been answered here, please call Business Partner Direct on (852) 2198 8000 or contact your Relationship Manager.