



Hang Seng Commercial Banking WeChat Official Account

1. How can I access the Hang Seng Commercial Banking WeChat Official Account (“Official Account”)?

Start with WeChat:

Open your WeChat Account on your mobile device and search for “**恒生香港商業理財**”, “**Hang Seng Commercial Banking**” or “**HangSengHKCMB**”. Tap “**Follow**”.

Or tap ‘**Discover**’ at the bottom of the screen inside WeChat and use the QR code scanner to scan the QR code. Tap “**Follow**”.



Start with your Business e-Banking:

Log in to your Business e-Banking account and go to “**WeChat / SMS Service Setting**” page under “**Customer Services**” on the left hand side menu. If your business profile is not binded to any WeChat Account, click “**+ Proceed to Binding**” and the page will show a QR code of our Hang Seng Commercial Banking WeChat Official Account. Scan the QR code with your WeChat and you will be directed to our Official Account. Tap “**Follow**”.

2. How to identify Hang Seng Commercial Banking WeChat Official Account?

You are recommended to scan the QR code on the “**WeChat / SMS Service Setting**” page in Business e-Banking or search our WeChat Account name or WeChat ID in your WeChat App.

Account Name: **恒生香港商業理財**

WeChat ID: **HangSengHKCMB**

Verified Account: **恒生銀行有限公司 Hang Seng Bank Limited**



Hang Seng Business e-Banking WeChat Service

Account Binding and Unbinding

3. How to bind my Designated WeChat Account (“WeChat Account”) to Hang Seng Commercial Banking WeChat Official Account (“Official Account”) to use the WeChat Service?

- Step 1: Tap “銀行服務” then tap “用戶綁定” on the Official Account. You will be instructed to log in to your Business e-Banking.
- Step 2: Select the business profile if you have multiples, tap “繼續”.
- Step 3: Read the “**Terms and Conditions**” carefully. Tap “**同意並確認**” to complete the process.
- Step 4: Upon completion of the binding process, you will receive a confirmation message via WeChat and SMS.

4. How many WeChat Accounts can I bind with each Business e-Banking business profile?

Each Business e-Banking business profile can be binded to one WeChat Account only. You will be prompted to the “**Rebind**” process if you tries to bind the same profile with another WeChat Account. This is to disconnect previous WeChat Account and setup with a new WeChat Account to receive Mobile Reminders.

5. How many Business e-Banking WeChat Accounts can I bind with each Business e-Banking business profile?

Each WeChat Account can be binded with multiple Business e-Banking business profiles. You need to perform the same binding process for each Business e-Banking business profile.

6. How to unbind my Business e-Banking business profile from the Official account?

There are 2 ways to unbind.

1. Please go to “**WeChat / SMS Service Setting**” page via Business e-Banking, click “**Unbind Profile**”.
2. Please go to Hang Seng Commercial Banking WeChat Official Account, tap “銀行服務” and “用戶綁定” and select the business profile you wish to unbind (only applicable to multiple business profiles users) after logging in to your Business e-Banking, then click “**Unbind**”.

You will receive a confirmation message via SMS and WeChat. Thereafter, you will be receive Mobile Reminders via SMS again.

7. What will happen if I unbind my business profile from the Official Account?

Once you unbind your business profile from the Official Account, a confirmation message will be sent to you via SMS and WeChat. Thereafter, all Mobile Reminders will be switched back to SMS automatically.

8. Can I bind to the WeChat Official Account again after unbinding?

Yes, you can follow the same binding process to bind your Official Account and your business profile again.

9. What language is supported for Hang Seng Business e-Banking WeChat Service?

The Hang Seng Business e-Banking WeChat Service, including the WeChat Notification Service, support Traditional Chinese only.



WeChat Notification Service

10. What is WeChat Notification Service?

WeChat Notification Service means the notification service provided by the Bank under the Business e-Banking WeChat Service. It is an alternative way to receive Mobile Reminders via WeChat from the Bank at anytime, anywhere as long as your mobile device is connected to the internet.

11. What types of Mobile Reminders can I receive via WeChat after my account is successfully binded?

The Mobile Reminders include:

- Outward Payment to Non-Designated Beneficiary (Instruction Received and Executed)
- Hang Seng Autopay Payment Notification (Instruction Received and Executed)
- Issue e-Cheque
- Designated Beneficiary Setup
- Service notification/reminder

12. How can I start using the WeChat Notification Service?

Step 1: Open your Designated WeChat Account on your mobile device and follow our Hang Seng Commercial Banking WeChat Official Account

Step 2: Tap “銀行服務” then tap “用戶綁定”.

Step 3: You will be instructed to log in to your Business e-Banking.

Step 4: Select the business profile you wish to bind with your WeChat Account.

Step 5: Click “Bind”, read and accept the “**Terms and Conditions for Hang Seng Business e-Banking WeChat Service**”.

Step 6: Once your business profile is binded to the WeChat Account, your **Channel to Receive Mobile Reminders** will be switched to WeChat automatically.

Step 7: A confirmation message will be sent to you via SMS and WeChat as confirmation. Thereafter, you will start receiving Mobile Reminders via WeChat.

13. How long does it take to make WeChat Notification Service effective?

The service will be effective immediately once you have successfully binded your Business e-Banking business profile to the WeChat Official Account and have selected “**WeChat**” as the “**Channel to Receive Mobile Reminders**”.

A confirmation message will be sent to you via SMS and WeChat as confirmation and you will start receiving Mobile Reminders via WeChat.

14. Can I choose to receive Mobile Reminders via both SMS and WeChat notification at the same time?

The “Channel to Receive Mobile Reminders” is either SMS or WeChat. You can switch between the options at any time on the “**WeChat / SMS Service Setting**” page via Business e-Banking.

15. Can I switch back to use SMS to receive Mobile Reminders without unbinding my business profile and the WeChat Account?

Please access the “**WeChat / SMS Service Setting**” page via your Business e-Banking and change the setting of the “**Channel to Receive Mobile Reminders**” to SMS.

16. Will I be charged for using WeChat Notification Service?

WeChat Notification Service is free of charge, but please be aware of the mobile data usage charges from network provider that may incur, especially when the mobile device is being used overseas.



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17. What will happen to WeChat Notification Service if I unfollow the Hang Seng Commercial Banking WeChat Official Account?

If you unfollow the Official Account, the “**Channel to Receive Mobile Reminders**” will switch to SMS automatically. Please take note that if you do not wish to continue using WeChat Service, you should unbind the business profile with your WeChat Account. Unfollowing the Official Account does not mean the Binding status has been cancelled or the Business e-Banking WeChat Service is terminated.