

Frequently Asked Questions on Hang Seng Commercial Multi-Currency Debit Mastercard

Eligibility

1. Who can apply for Hang Seng Commercial Multi-Currency Debit Mastercard (“Commercial Debit Card”)?

You can apply for Commercial Debit Card if you are a Hang Seng business customer with a Hang Seng Business Integrated Account or a Biz Virtual+ Account. You will need to appoint the following person to become Debit Card User:

- For sole proprietorship, the Debit Card User must be the sole proprietor or one of the authorized signers.
- For partnership, the Debit Card User must be a partner or one of the authorized signers.
- For limit company, the Debit Card User must be one of the key controllers / authorized signers.

Application

1. How can I apply for Commercial Debit Card?

You can apply for Commercial Debit Card online on Hang Seng Business e-Banking by following the application guide on https://www.biz-ebanking.hangseng.com/content/services/content/hase_b2g01/bib_guide/eng/Commercial_Debit_Card_Application_eng.pdf. If you are not yet a Hang Seng business customer, please apply for the Hang Seng business account together with the Commercial Debit Card via Hang Seng Business Integrated Account Online Platform.

2. Is there a fee for applying for a Commercial Debit Card?

No. Applying for the card is free of charge.

3. How many Commercial Debit Card can a business customer apply for?

There is no limit to the number of cards a business customer can apply for (subject to Debit Card User eligibility mentioned in Eligibility Q1), as long as the business customer's Hang Seng Business Integrated Account or Biz Virtual+ Account is in good standing. For online application, only maximum of 5 cards can be applied per application.

4. If I have more than one Hang Seng Business Integrated Accounts or Biz Virtual+ Accounts, can I apply for Commercial Debit Cards for more than one of such accounts?

Even if you have more than one Hang Seng Business Integrated Account or Biz Virtual+ Account, you can apply for Commercial Debit Card which links to one account only.

5. What should I do if I have enquiries on card application?

Please call our Business Partner Direct on (852) 2198 8000 for application form filling guidance and card application enquiries.

Use of Commercial Debit Card

1. What are the benefits of the Commercial Debit Card?

The Commercial Debit Card brings you the following 6 key benefits:

- Support both online and offline payment directly from the linked Hang Seng Business Integrated Account / Biz Virtual+ Account, making purchases and payments more convenient and hassle-free.
- Provide flexibility to make payments and cash withdrawals in 12 major currencies (HKD, USD, GBP, JPY, RMB, EUR, THB, AUD, NZD, ZAR, CAD and CHF), enabling locking in preferred exchange rates to save FX costs.
- Gain access to HSBC Group and Mastercard network ATMs worldwide for cash withdrawals.
- Enjoy cost savings with no handling fee for foreign currency transactions and no annual fee.
- Manage card setting easily with Hang Seng Business Mobile App, including cash withdrawal limit and spending limit adjustment.
- Earn uncapped 0.5% cash rebate on all eligible spendings with various attractive offers.

2. How will the Debit Card User receive the Commercial Debit Card?

The Debit Card User will receive it by post after you successfully applied for the card. It will be sent to your business correspondence address of your Business Integrated Account or Biz Virtual+ Account according to our record.

The card will normally be delivered by post to your business account correspondence address within 10-12 working days (excluding Saturday, Sundays and Public holidays) after we receive the application. However, in situations where the correspondence address is overseas address or the delivery service is impacted, the delivery time may be prolonged.

3. How does the Debit Card User activate the Commercial Debit Card?

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

4. When does the Debit Card User have to activate the Commercial Debit Card?

The Debit Card User will need to activate the card within 12 months from the card issuing date. If the Debit Card User misses the activation period, the card will be automatically cancelled. If a new card is required, a new application has to be made.

5. What should I or the Debit Card User do if the Debit Card User has forgotten his/her Commercial Debit Card PIN?

Please submit the Hang Seng Commercial Multi-Currency Debit Mastercard Service and Instruction Amendment Form (Hang Seng Homepage > Business > Your Business Essentials > Payment forms download) to request for PIN mailer. The PIN will be sent to correspondence address of your Business Integrated Account or Biz Virtual+ Account.

6. How does the Debit Card User change his/her PIN for the Commercial Debit Card?

The Debit Card User can change the PIN by following the steps on any HSBC network ATM in Hong Kong or calling our service hotline (852) 2997 3366.

7. What currencies can the Debit Card User use for card transactions?

The Debit Card User can conduct transactions in all currencies and we will debit the transaction amount from your Hang Seng Business Integrated Account or Biz Virtual+ Account linked to the Commercial Debit Card. If the transaction is in one of the 12 major currencies (HKD, USD, GBP, JPY, RMB, EUR, THB, AUD, NZD, ZAR, CAD and CHF), we will automatically deduct the amount from deposits in that currency from your Hang Seng Business Integrated Account or Biz Virtual+ Account if sufficient funds are in place.

If you do not have sufficient funds in that currency in your Hang Seng Business Integrated Account or Biz Virtual+ Account, the amount will be converted into Hong Kong dollars and deducted from your business HKD Savings Account. (except for RMB cash withdrawal via HASE / HSBC network ATM in HK which does not support currency exchange from your business HKD Savings Account. Please ensure you have sufficient fund in your business RMB Savings Account before such cash withdrawal.). We will use the applicable Hang Seng Bank's exchange rate for the conversion.

If your foreign currency transaction is not in one of the 11 major foreign currencies (USD, GBP, JPY, RMB, EUR, THB, AUD, NZD, ZAR, CAD and CHF), the transaction amount will be converted into Hong Kong dollars and deducted from your business HKD Savings Account. We will use the applicable Mastercard exchange rate for the conversion.*

*Except TWD, KRW and SGD withdrawal via Hang Seng Foreign Currency ATM which will use our prevailing exchange rate for the conversion.

8. Which account will be debited when the Debit Card User makes a foreign currency transaction or withdrawal with the Commercial Debit Card?

If the transaction or withdrawal is in one of the 11 major foreign currencies (USD, GBP, JPY, RMB, EUR, THB, AUD, NZD, ZAR, CAD and CHF), we will automatically deduct the transaction amount from deposits in that foreign currency from your Hang Seng Business Integrated Account or Biz Virtual+ Account if sufficient funds are in place.

If you do not have sufficient funds in that currency in your Hang Seng Business Integrated Account or Biz Virtual+ Account, the transaction or withdrawal amount will be converted into Hong Kong dollars and deducted from your business HKD Savings Account (except for RMB cash withdrawal via HASE / HSBC network ATM in HK which does not support currency exchange from your business HKD Savings Account. Please ensure you have sufficient fund in your business RMB Savings Account before such cash withdrawal.). We will use our prevailing exchange rate for the conversion.

If the transaction or withdrawal is not in one of the 11 major foreign currencies, the transaction amount will be converted into Hong Kong dollars and deducted from your business HKD Savings Account. We will use the applicable Mastercard exchange rate for the conversion.*

Please note when performing transactions with foreign currency exchange, the Bank will not combine the available funds in Hong Kong Dollar Savings Account and Foreign Currency Savings Account for settling the amount. The whole transaction will debit from the Hong Kong Dollar Savings Account.

*Except TWD, KRW and SGD withdrawal via Hang Seng Foreign Currency ATM which will use our prevailing exchange rate for the conversion.

9. What happens if I do not have enough funds in my business foreign currency account when the Debit Card User conducts a foreign currency transaction or withdrawal?

If there are not enough funds in your foreign currency account under your Business Integrated Account or Biz Virtual+ Account to cover a transaction or withdrawal in one of the 11 major foreign currencies (USD, GBP, JPY, RMB, EUR, THB, AUD, NZD, ZAR, CAD and CHF), we will automatically convert the amount into Hong Kong dollars and deduct it from your business HKD Savings Account. (except for RMB cash withdrawal via HASE / HSBC network ATM in HK which does not support currency exchange from your business HKD Savings Account. Please ensure you have sufficient fund in your business RMB Savings Account before such cash withdrawal.)

If we need to do this, we will use our prevailing exchange rate for the conversion.

10. Will a transaction using the Commercial Debit Card be declined if there are not enough funds in my business account?

If there are not enough funds in both the relevant foreign currency account (in which currency the transaction is conducted) and the HKD Savings Account under your Business Integrated Account or Biz Virtual+ Account, the transaction will be declined.

11. Does the Commercial Debit Card offer any rewards?

Yes. With the Commercial Debit Card, you can enjoy unlimited cash rebate of 0.5% on any eligible transaction. In general, eligible transactions do not include bill payments (including tax payments), purchase transaction effected outside of the Mastercard network, cash withdrawals, fees and charges, quasi cash transactions, and transactions that fall under the categories set out in Appendix 1 to the Terms and Conditions for Hang Seng Commercial Multi-Currency Debit Mastercard. Our decision on a transaction's eligibility is final and conclusive.

12. Can I manage my Commercial Debit Card on Hang Seng Business Mobile App?

Yes. You can manage the card on Hang Seng Business Mobile App.

13. What card controls can I manage on the Hang Seng Business Mobile App?

The Primary User of Hang Seng Business e-Banking can submit the following instruction on Hang Seng Business mobile app:

- temporarily block and unblock card
- set daily and monthly spending limits
- set limits for contactless payment and Card-Not-Present (CNP) transactions
- set ATM withdrawal limits (local and overseas)

14. Can I manage card control features in other channels apart from Hang Seng Business Mobile App?

Card control features are only available to customers with access to the Hang Seng Business Mobile App.

If you do not have Hang Seng Business e-Banking, you can manage your Commercial Debit Card via submitting the Hang Seng Commercial Multi-Currency Debit Mastercard Service and Instruction Amendment Form (Hang Seng Homepage > Business > Your Business Essentials > Payment forms download).

15. How does the Debit Card User withdraw cash with the Commercial Debit Card?

The Debit Card User can use the Commercial Debit Card and PIN to withdraw cash from any HSBC network ATM and from ATMs displaying the Mastercard logo.

Foreign currency (except RMB) withdrawal in Hong Kong is only supported by Hang Seng Foreign Currencies ATM. RMB withdrawal in Hong Kong is supported by Hang Seng RMB ATM and HSBC Dual-currency (HKD&RMB) ATMs.

16. Does withdrawing cash using the Commercial Debit Card come with a charge?

The Debit Card User can use the Commercial Debit Card to withdraw money from any HSBC network ATM in Hong Kong SAR without any charge. If the Debit Card User withdraws money from ATMs outside the HSBC network, you may be charged a fee. For information about specific charges, please refer to the Commercial Banking Services Fees and Charges available on our public website and all branches upon request.

If you wish to allow the Debit Card User to use the Commercial Debit Card to withdraw cash while overseas, please set up a daily withdrawal limit for overseas ATM through the Hang Seng Business Mobile App, through any HSBC network ATM in Hong Kong SAR or by submitting the Hang Seng Commercial Multi-Currency Debit Mastercard Service and Instruction Amendment Form (applicable to customers with no Hang Seng Business e-Banking) (Hang Seng Homepage > Business > Your Business Essentials > Payment forms download). You are advised to do so prior to the Debit Card User travelling overseas.

17. Is there a maximum limit set on local and overseas ATM withdrawal limit with the Commercial Debit Card?

Yes. For local ATM withdrawal, the maximum withdrawal limit is HKD 50,000 daily, which is also the default withdrawal limit.

For overseas ATM withdrawal, the maximum withdrawal limit is HKD 50,000 daily, while the default withdrawal limit is set at zero.

An SMS will be sent to the Debit Card User if the cumulative daily ATM withdrawal amount reaches HKD 20,000 or above (or any equivalent foreign currency).

18. How do I set up or change the local and overseas withdrawal limits for the Commercial Debit Card?

You can set up or change your local withdrawal limit through the Hang Seng Business Mobile App or by submitting the Hang Seng Commercial Multi-Currency Debit Mastercard Service and Instruction

Amendment Form (applicable to customers with no Hang Seng Business e-Banking) (Hang Seng Homepage > Business > Your Business Essentials > Payment forms download).

You can set up or change overseas withdrawal limit through the Hang Seng Business Mobile App, by using any HSBC network ATM in Hong Kong or by submitting the Hang Seng Commercial Multi-Currency Debit Mastercard Service and Instruction Amendment Form (applicable to customers with no Hang Seng Business e-Banking) (Hang Seng Homepage > Business > Your Business Essentials > Payment forms download).

19. Are the withdrawal and spending limits set per card or per account?

The withdrawal and spending limits are set per card.

20. How do I block or unblock the Commercial Debit Card?

You can temporarily block and unblock your card by following the steps on the Hang Seng Business Mobile App or by submitting the Hang Seng Commercial Multi-Currency Debit Mastercard Service and Instruction Amendment Form (applicable to customers with no Hang Seng Business e-Banking) (Hang Seng Homepage > Business > Your Business Essentials > Payment forms download).

21. What should I or the Debit Card User do if the Commercial Debit Card is lost or stolen?

Please call the 24-hour Card Lost Reporting Hotline on (852) 2836 0838 as soon as possible to report a lost or stolen card.

22. Can I apply for a replacement card straight away after I or the Debit Card User have/has informed you of a lost or stolen card?

Yes, you or the Debit Card User can do so when calling the 24-hour Card Lost Reporting Hotline on (852) 2836 0838.

23. How do I dispute a transaction or raise a chargeback request?

Usually, you will need to contact the merchant first to try to solve the problem. If the issue remains unsolved, please call the Business Partner Direct on (852) 2198 8000 to raise a query about the transaction.

If you or the Debit Card User notice an unauthorised transaction made with the Commercial Debit Card, please call the Hang Seng Commercial Banking Service Hotline on (852) 2198 8000 as soon as possible. You must raise a dispute within 60 days from the date of transaction, otherwise, your request may not be accepted.

24. Will I receive a standalone monthly statement for the Commercial Debit Card?

No. All transactions made with the Commercial Debit Card will appear on your Hang Seng Business Integrated Account or Biz Virtual+ Account monthly statement. The Primary User can log on to Hang Seng Business e-Banking or Hang Seng Business Mobile App to view card activity and download the e-statement by following these steps:

- Click “e-Services” on the left panel, then click “e-Statement” and “View e-Statement” to navigate to the view e-statement page
- Select the applicable Business Integrated Account or Biz Virtual+ Account from the dropdown list

- Input the date range under the “Selected Period” field
- Click the statement in the search result to download

25. Does the Commercial Debit Card support contactless payments?

Yes. The card supports contactless payments.

26. Are there any transaction limits on the Commercial Debit Card?

Yes. The default maximum daily spending limit per card is HKD 200,000 and the default maximum monthly spending limit per card is HKD 5,000,000. You may reduce these limits following the steps on the Hang Seng Business Mobile App. Other types of transaction limits can also be set on the Hang Seng Business Mobile App.

27. What is the cut-off date for monthly spending limit on the Commercial Debit Card?

The cut-off date is the last day of each calendar month.

28. Will I receive notification for transactions made?

The Debit Card User will receive SMS and email notification when conducting Card-Not-Present (CNP) transactions.

29. How long will it take for refunds to be credited into my accounts?

It depends on the relevant merchant. If a merchant confirms that it has processed the refund but it is not shown in your account, please call the Business Partner Direct on (852) 2918 8000 and prepare proof of the original receipt and proof of transaction refund / cancellation.

30. Can I view a transaction record instantly on Hang Seng Business Mobile App after the transaction is made?

The transaction record will be displayed on Hang Seng Business e-Banking and Hang Seng Business Mobile App after being posted to your account. The time required varies with merchants and transaction currencies.

31. Why the e-statements of the Commercial Debit Card cannot be viewed on Hang Seng Business e-Banking?

All transactions made with the Commercial Debit Card will appear on your Hang Seng Business Integrated Account or Biz Virtual+ Account monthly statement and the Primary User can log on to Hang Seng Business e-Banking or Hang Seng Business Mobile App and download the e-statements. If the Primary User cannot view the e-statements, it is likely that you have not yet linked the Business Integrated Account or Biz Virtual+ Account to the Hang Seng Business e-Banking. You may call our Business Partner Direct (852) 2198 8000 for guidance or submit for the Hang Seng Business e-Banking Services Amendment Form (IB2) form to link your account.

32. The Debit Card User forgot to take out the cash during ATM withdrawal, what shall I do?

Please contact our Business Partner Direct (852) 2198 8000 for immediate assistance.

33. Why can't the Debit Card User withdraw RMB Hang Seng RMB ATM or HSBC Dual-currency (HKD&RMB) ATM in Hong Kong using the Commercial Debit Card?

Hang Seng RMB ATM or HSBC Dual-currency (HKD&RMB) ATM do not support converting Hong Kong dollar to RMB. If the Debit Card User would like to withdraw RMB from Hang Seng RMB ATM or HSBC Dual-currency (HKD&RMB) ATM using the Commercial Debit Card, please make sure there is sufficient balance in the RMB Savings Account under your Business Integrated Account or Biz Virtual+ Account for RMB cash withdrawal.

34. Why did I receive an SMS asking me to make deposit to cover a shortfall of balance?

If there is a shortfall of account balance to be debited from your business HKD Savings Account or Foreign Currency Savings Account to settle the full transaction amount on posting date (which will be such day after the transaction date as determined by us), we have the right to debit the shortfall from any other account you may maintain with us for settlement, regardless of the transaction currency, based on the exchange rate determined by us at settlement. We may also request for deposits into the relevant account to make up any shortfall. The shortfall may be caused by exchange rate difference between transaction date and posting date, abnormal account status and/or other special situations.

35. Why can't the Debit Card User withdraw cash via ATM machines even if there is positive balance in my accounts?

The Commercial Debit Card only supports cash withdrawal from the Savings Account under the Business Integrated Account or Biz Virtual+ Account. If the balance is deposited in accounts other than that Savings Account, the Debit Card User will not be able to withdraw cash via ATM machines. You can transfer money from such other accounts to the Savings Account under the Business Integrated Account or Biz Virtual+ Account to solve for the problem.

Fees and charges

1. Are there any annual fees for the Commercial Debit Card?

No, we do not charge annual fees for the Commercial Debit Card.

2. Do handling fees apply for making overseas purchases or foreign currency transactions with the Commercial Debit Card?

No, we do not charge handling fees for overseas purchases or foreign currency transactions made with the Commercial Debit Card.

3. Does any fee apply for making overseas cash withdrawals with the Commercial Debit Card?

Yes. The fee will depend on the ATM network you use. You can find the details in the Hang Seng Commercial Banking Services Fees and Charges, which can be found on our public website and at all branches upon request.

4. Does any fee apply for replacing the Commercial Debit Card?

Yes. The cost for replacing each card is HKD50.

5. 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.