恒生銀行 HANG SENG BANK | Commercial Banking 商業銀行

Remittance Smartform (For non-personal customers)

What is the Remittance Smartform?

The Remittance Smartform ("Smartform") is a PDF version of our remittance application form for easy placing of an Outward Telegraphic Transfer (ORTT) or a Clearing House Automated Transfer System instruction. Simply input the details of your instructions, print and sign the form, then submit the form to any one of our branches for processing as usual.

With effect from 1st January 2021, outward remittance to China which processing by CNAPS code would be suspended. Please use SWIFT BIC code of beneficiary bank for the transfer to avoid delay payment and/or extra correspondent bank charges. For information of SWIFT BIC code, please contact beneficiary or beneficiary bank.

Steps to Use the Form

Step 1	Step 2	Step 3
• To request the latest Smartform for manual payment instruction, please contact your Relationship Manager or call our Commercial Banking Services hotline on +852 2198 8000. Please upgrade to the latest version of Adobe Acrobat Reader to open this form. If fail to open, please open by Microsoft Edge with clicking "here" above then click the three dots "…" in the upper right corner of the Microsoft Edge browser window and select "Reload in Internet Explorer mode". • Remittance Smartform Fill in Sample	• **Input** payment instructions • **Save** the form • **Click "Print & Validate Form"** to generate a QR code and to print the Smartform	• **Sign** the Smartform • **Submit** it at a branch

Before submitting a Smartform, please note:

- Click **"Print & Validate Form"** to print. Do not use the print option button from the toolbar as this will not validate your information and no barcode/QR code will be generated
- **Keep a copy** for your record before submitting the Smartform
- **Sign** the printed Smartform with a black or blue ball-point pen

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Frequently Asked Questions

Q1) What are the setting requirements for my printer?
The Smartform should be printed by a laser printer with at least 600dpi resolution for the actual size (A4). Both single-sided and duplex printings (printed on both sides) are acceptable. Using other types of printer (e.g. an inkjet) may cause ink smudges and so is not recommended. If the barcode/QR code or any details on the Smartform are smudged, it may take us more time to process the payment.

Q2) What are the computer software requirements?

- Microsoft Internet Explorer 11 demised on June 15, 2022. It is suggested to use Microsoft Edge as the browser and click the Remittance Smartform. After that, click the three dots "…" in the upper right corner of the Microsoft Edge browser window and select "Reload in Internet Explorer mode" to open the Remittance Smartform.
- Google Chrome and Apple Safari do not include Adobe Acrobat Reader by default, for details of enabling Adobe Acrobat in Chrome / Safari, please visit Adobe's official website. If you wish to open Remittance Smartform with Chrome or Safari, please download to your laptop/desktop and open with Adobe Acrobat Reader / Adobe Acrobat Reader DC.
- The Smartform cannot be supported on mobile devices. Laptop/desktops should be used.
- Adobe Reader or Adobe Acrobat Reader DC should be used for Windows OS; Adobe Reader DC should be used for Macintosh
- Please upgrade to the latest version of Adobe Acrobat Reader / Adobe Acrobat Reader DC to open the Smartform.

Q3.) How to identify the mandatory input fields?
After you have chosen the type of payment instruction, all mandatory fields will be highlighted in **GREEN**. Simply input the payment instructions in the mandatory fields and click **"Print & Validate Form"** to print the form when finished.

Q4.) What are the mandatory input fields for Outward Telegraphic Transfers / Clearing House Automated Transfer System?

- Debit Currency / Account Type
- Debit Account Number
- Remit Currency
- Remit Amount
- Debit Date (DD/MM/YYYY)
- Bank Code Type & Bank Code of Beneficiary Bank
- Account Number / IBAN of Beneficiary
- Full Name of Beneficiary
- (Outward Telegraphic Transfers): Address1, Country/Territory and City under beneficiary details
- (Outward CHATS): Address1, Country/Territory and City if any inputs in beneficiary address details
- Local / Overseas Charges
- Name of Applicant

Q5.) What should I do if the beneficiary's full name exceeds the maximum length allowed in the Full Name input field?
If beneficiary name exceeds 33 English characters or 6 Chinese characters, please select "Yes" and continue in 'Address1' field.

Q6.) Can I make amendments to a printed Smartform?
Except for the signature space in the Customer Authorization Box in section 8, any typed or written amendment(s) made on the printed Smartform are not allowed. Any typed or written instructions or amendments made on the printed Smartform cannot be captured in the form's barcode/QR code. For any amendments, please fill in and print a new Smartform again after amendment(s) are made.

Q7.) Can I input Chinese characters into the Smartform?
Yes, you can click the box "Chinese Input" in the Chinese language form, input Traditional Chinese or Simplify Chinese characters in the following fields:

- Bank Name
- Bank Address
- Intermediary Bank Name
- Intermediary Bank Address
- Beneficiary Name
- Beneficiary Address
- Message to Beneficiary

Remark: An additional HKD150 per instruction shall be charged if remittance instruction contains Chinese characters (exempted for HKD remittance to Macau).

Q8.) Can I save the data input on the Smartform?
Yes, you can save data by pressing the "Save" button.

Q9.) Can I make any forward-dated remittance instructions?
Yes, you can set up to 45 days in advance as the "Debit Date" under Payment Instructions in section 2.

Remarks

- For updated service charge levy, please visit hangseng.com for the latest version of the Hang Seng Bank Limited ("Hang Seng") Banking Services Fees and Charges table or please contact Hang Seng branch staff for enquiries.
- Hang Seng reserves the right to change, suspend or terminate the above services and amend the related terms and conditions from time to time without prior notice. In case of disputes, the decision of Hang Seng shall be final and binding.