

## **Step-by-Step Guide:**

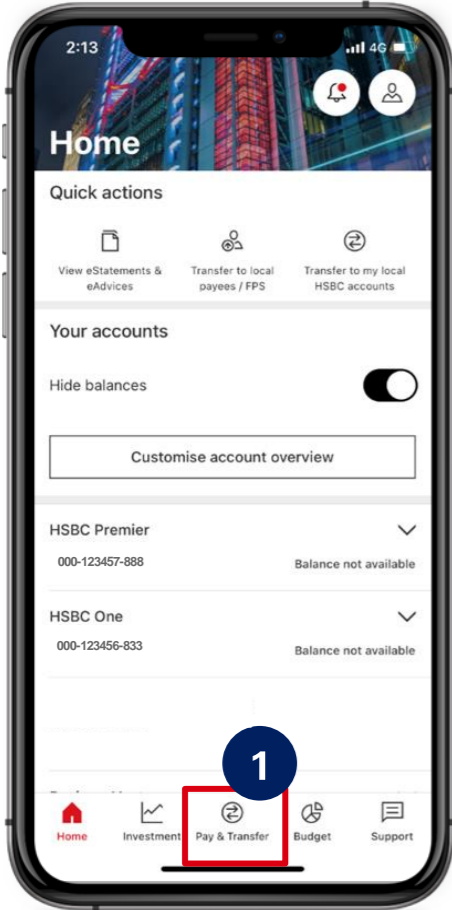
**How to set up an instruction of 'Top up HSBC accounts via eDDA' through HSBC HK App**

# START THE JOURNEY – SET UP

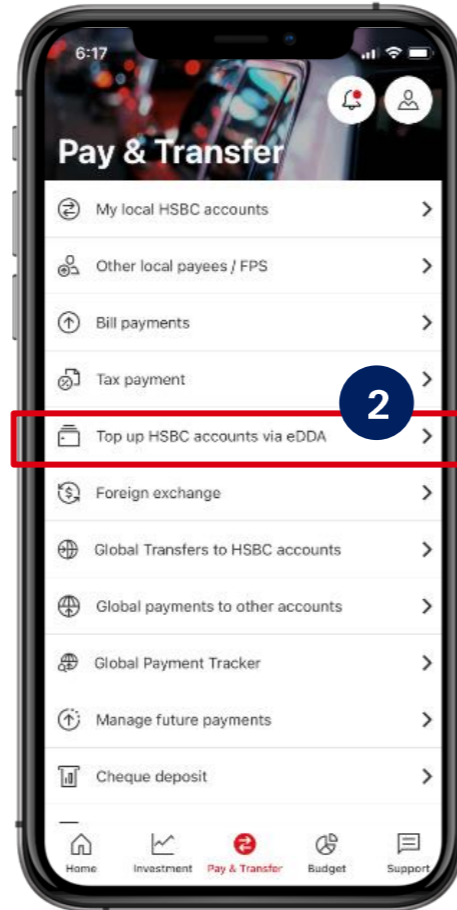
Follow a few easy steps to set up an instruction for 'Top up HSBC accounts via eDDA'

*If you're using the 'Top up HSBC accounts via eDDA' service for the first time:*

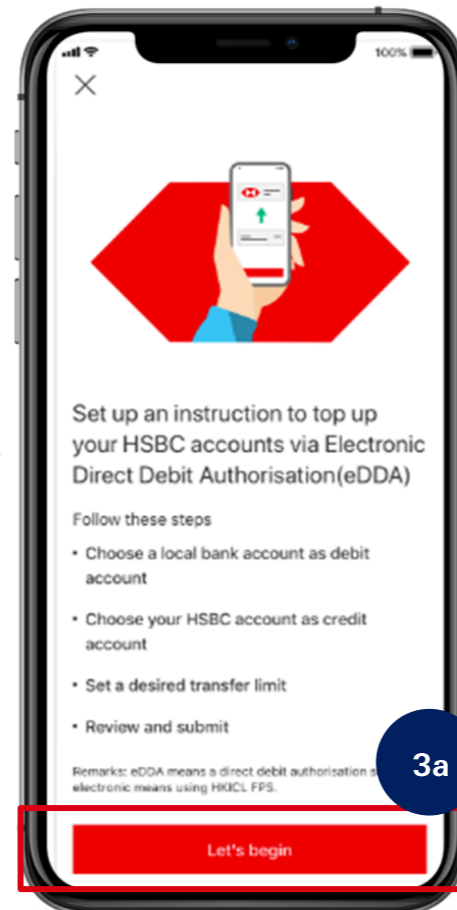
*If you've set up instruction before but there's no active instruction now:*



1. Log on to the HSBC HK App and select 'Pay & transfer'

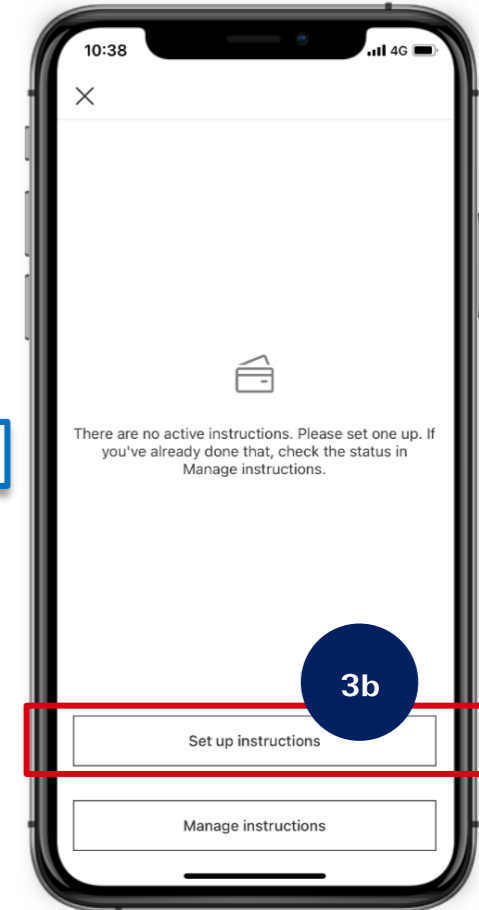


2. Select 'Top up HSBC accounts via eDDA'



3a. Select 'Let's begin' to set up a new instruction

OR

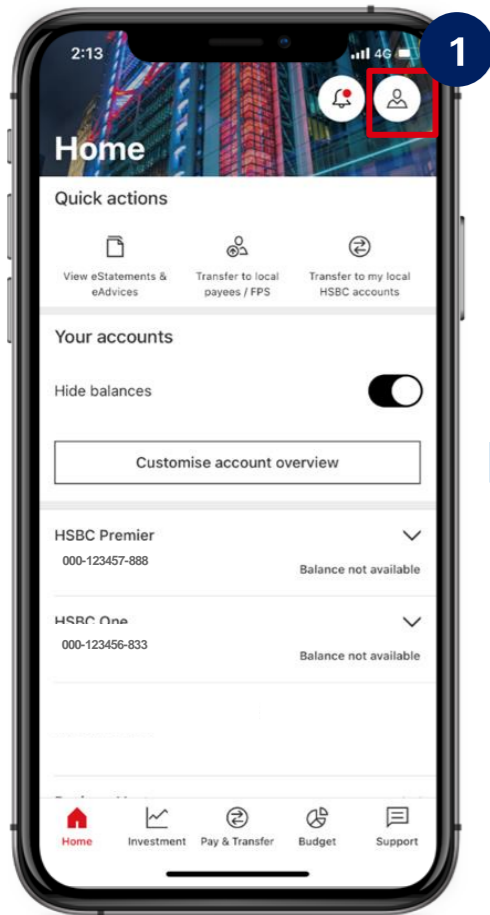


3b. Select 'Set up instructions'

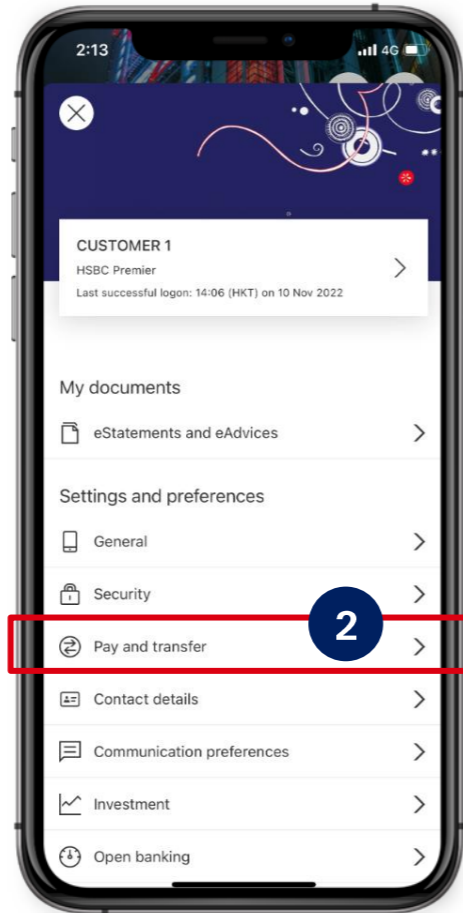
Proceed to **slide 3**

# START THE JOURNEY – SET UP (Alternate option)

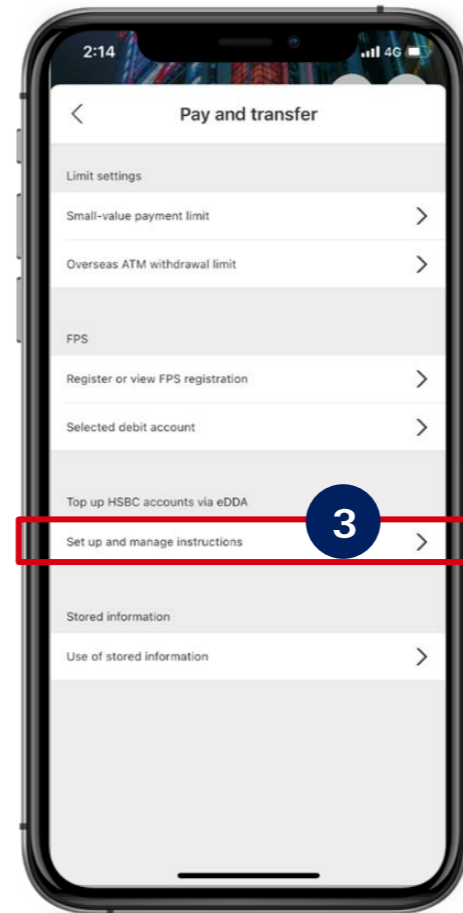
Alternatively, follow these steps to set up instruction for 'Top up HSBC accounts via eDDA'



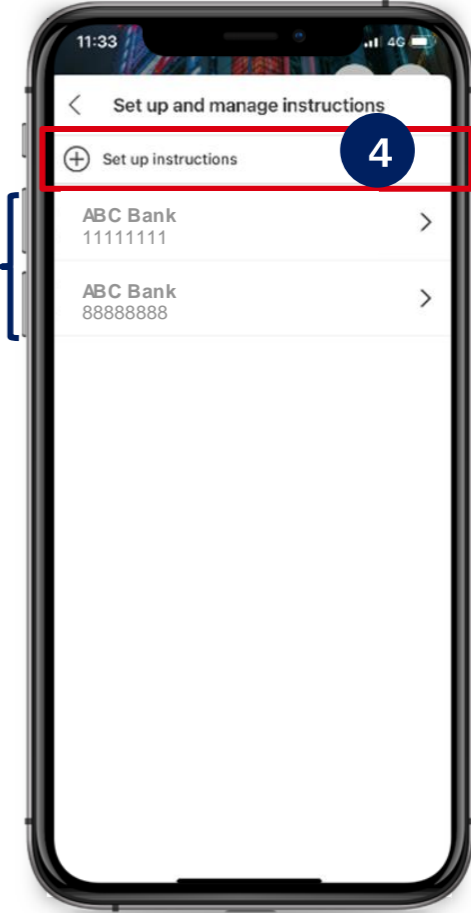
1. Log on to the HSBC HK App and select the 'Profile' icon



2. Select 'Pay and transfer'



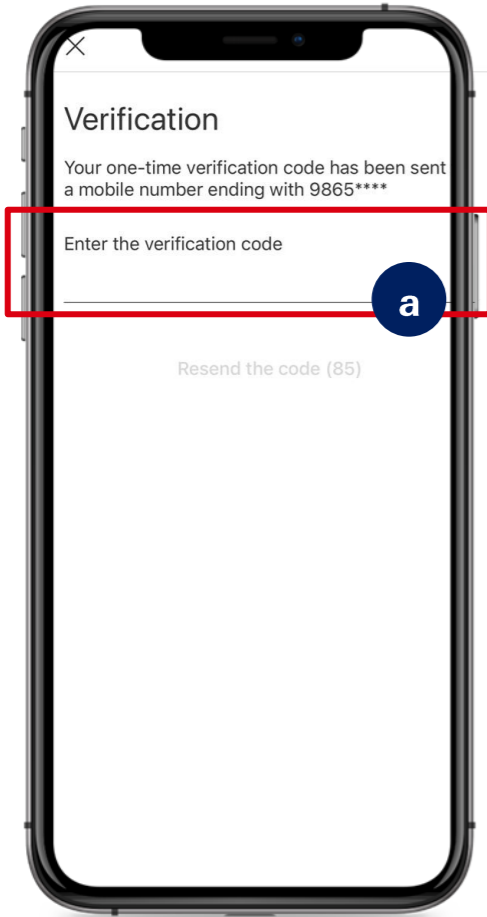
3. Select 'Set up and manage instructions' under 'Top up HSBC accounts via eDDA'



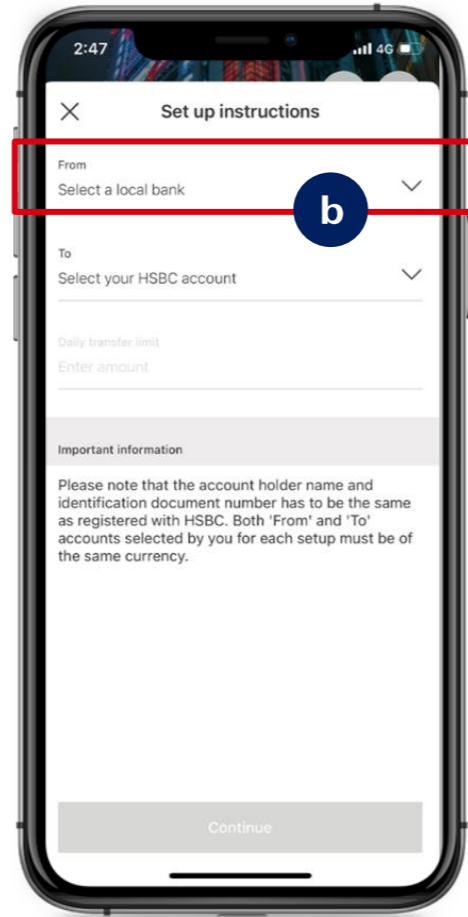
4. Select 'Set up instructions' to set up a new instruction

*\* Existing set-up instructions are shown (if any)*

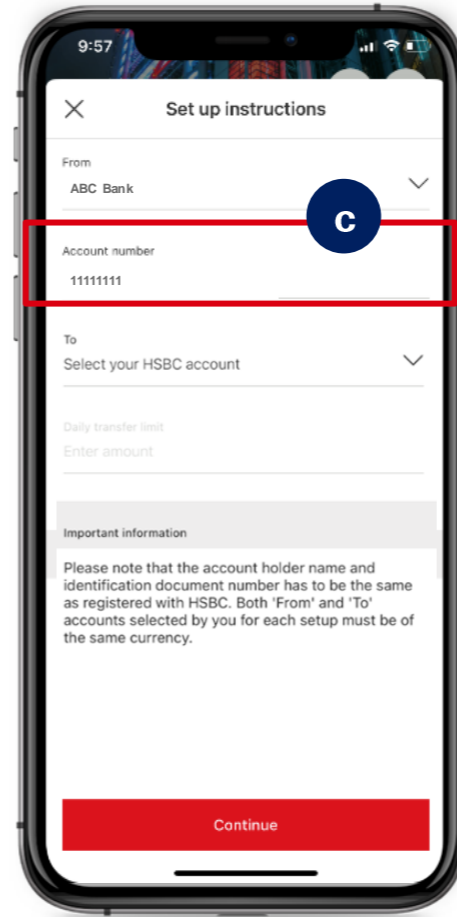
# INPUT INSTRUCTION – SET UP



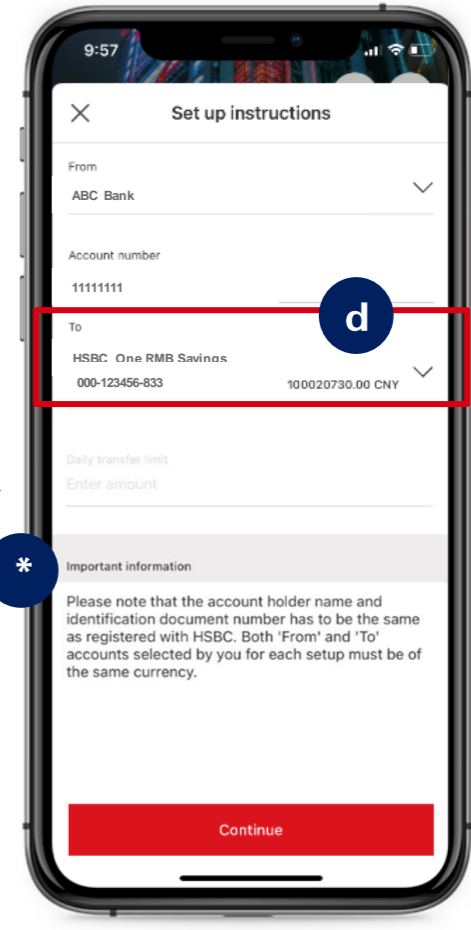
a. Enter the 6-digit one-time verification code sent to your mobile number registered with HSBC



b. Select a preferred local bank from the selected bank list that you maintain a same-name account with



c. Enter the bank account number that you'd like to transfer the funds from

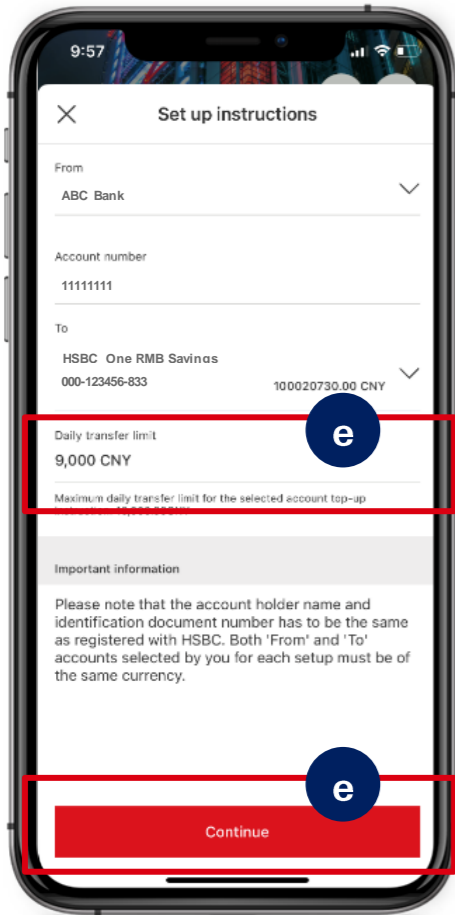


d. Select your HSBC account that you'd like to receive funds

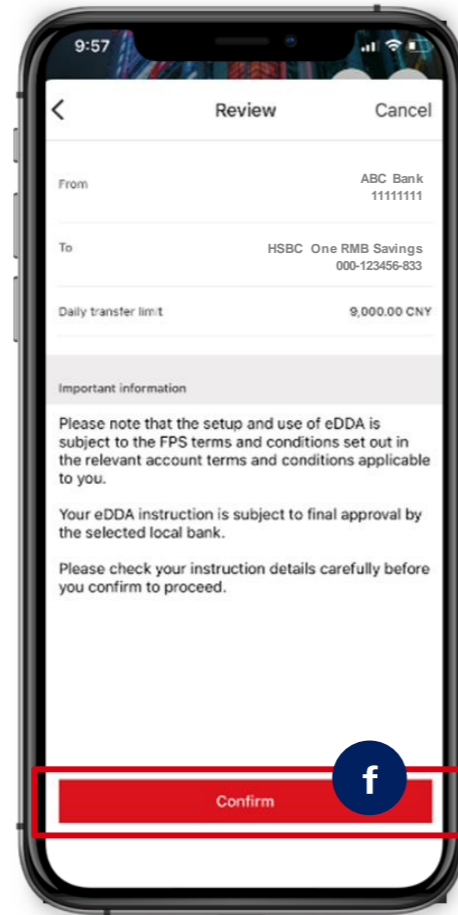


*\* Please note the important information and ensure both 'From' and 'To' accounts selected for set-up instruction must be of the same currency (i.e. HKD account to HKD account; RMB account to RMB account)*

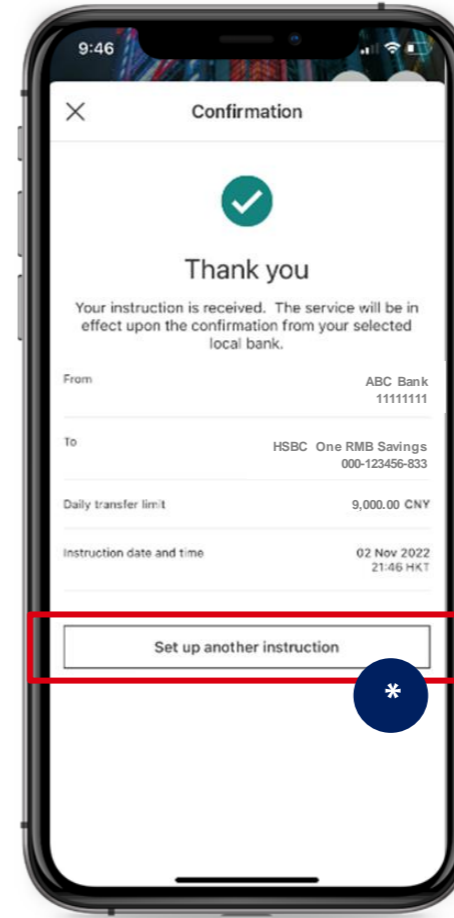
# INPUT INSTRUCTION – SET UP



e. Enter your desired daily transfer limit up to the maximum daily transfer limit as shown on the screen and select 'Continue' to proceed



f. Review and validate the details carefully and read through the important information. Select 'Confirm' to submit



\* Select 'Set up another instruction' for setting additional instruction to link another account to top up your HSBC account(s)

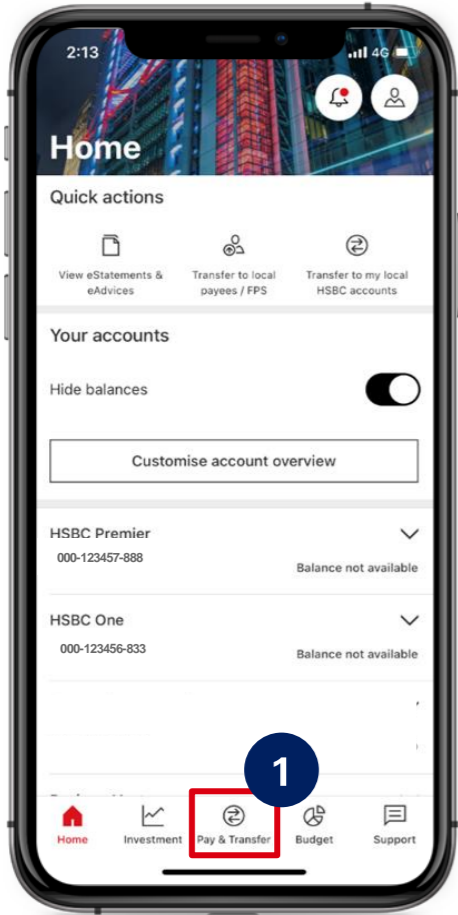
**REMINDER:**  
Besides this confirmation page, you will receive our SMS and email for acknowledgement of your instruction request and notification of your set-up instruction result in due course.

## **Step-by-Step Guide:**

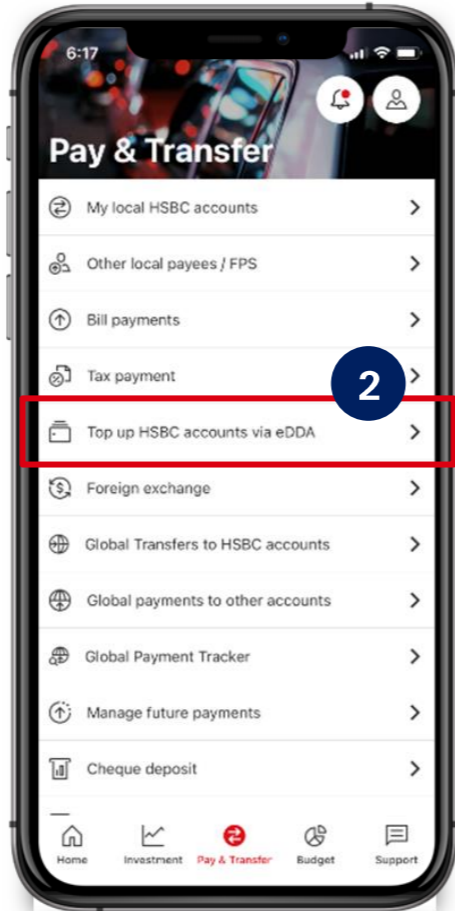
# **How to top up your HSBC accounts via eDDA through HSBC HK App**



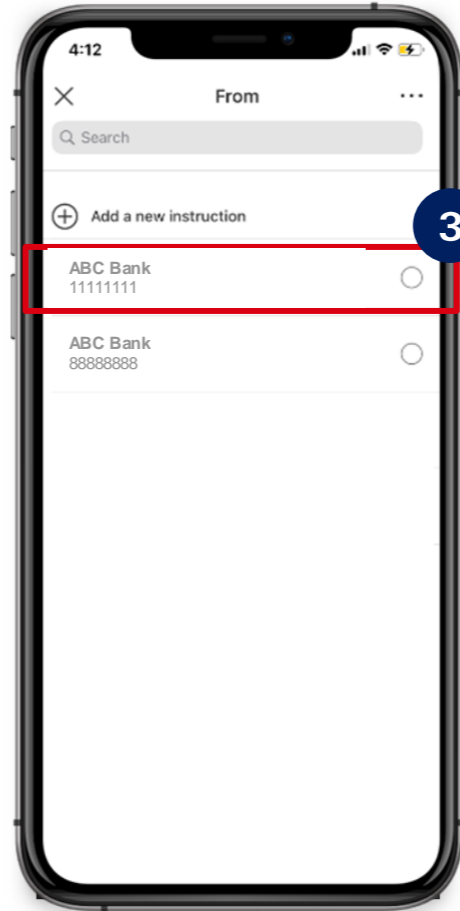
# ENTER THE JOURNEY & INPUT INSTRUCTION – TOP UP



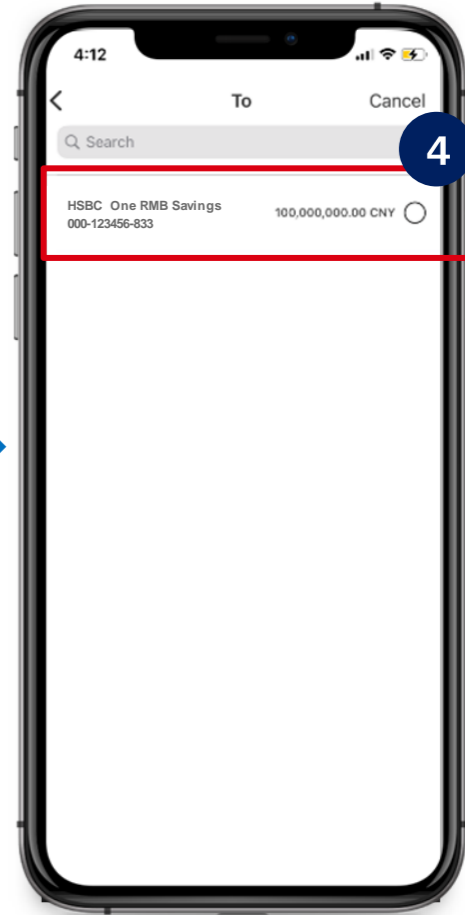
1. Log on to the HSBC HK App and select 'Pay & transfer'



2. Select 'Top up HSBC accounts via eDDA'



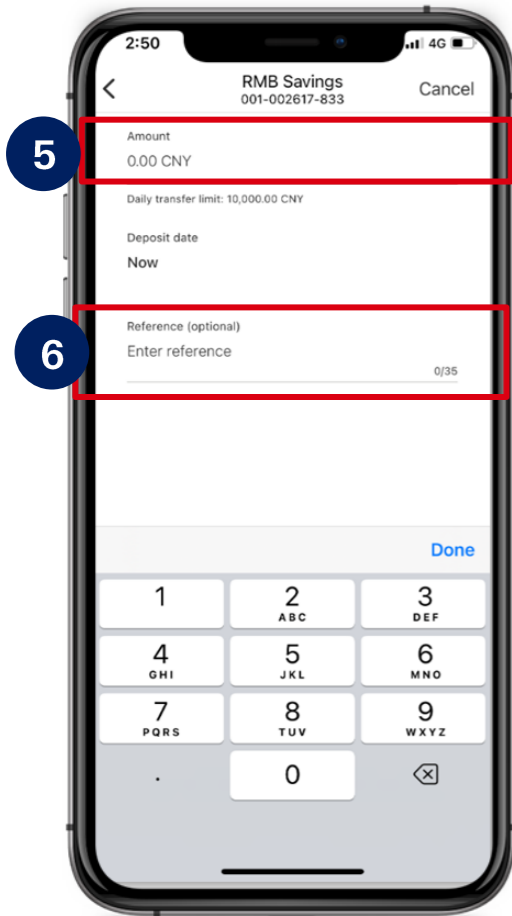
3. Select the bank account from the list to draw the funds from



4. Select your linked HSBC bank account receiving the funds

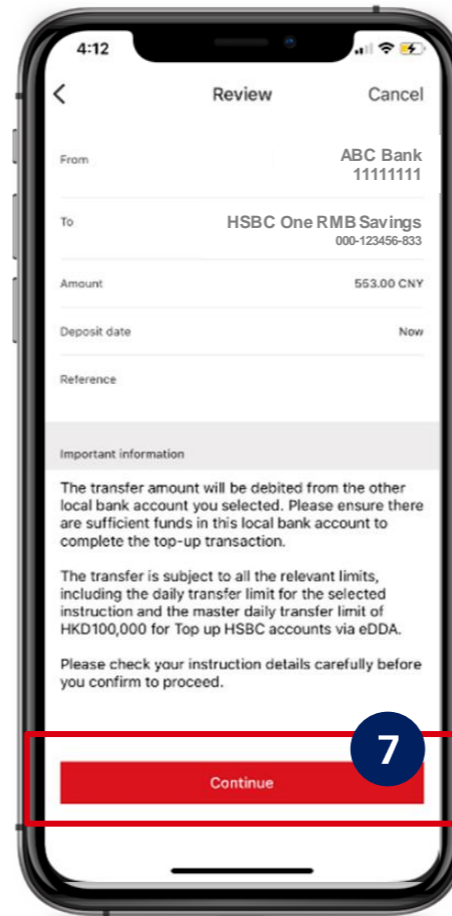


# INPUT INSTRUCTION – TOP UP

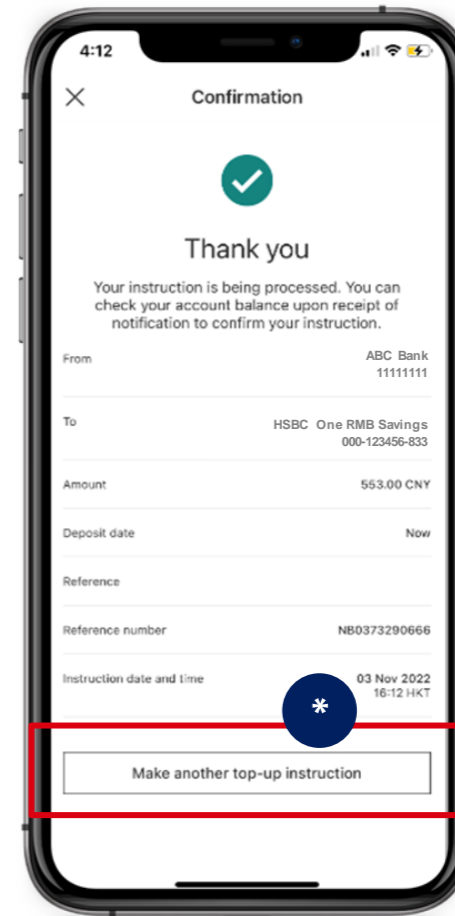


- 5. Enter amount
- 6. Enter reference (optional)

**REMINDER:**  
*This transaction is subject to the daily transfer limit for the selected set-up instruction and the master daily transfer limit for the 'Top up HSBC accounts via eDDA' service. Please refer to our website and the participating bank list for details.*



- 7. Review and validate the details carefully and read through the important information. Select 'Continue' to submit



**\* Select 'Make another top up instruction' for submitting another instruction to top up your HSBC account(s)**

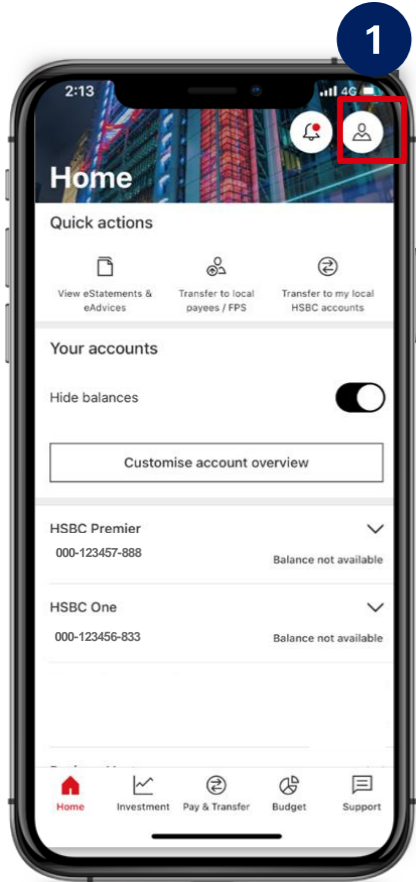
**REMINDER:**  
*Besides this confirmation page for acknowledgement of your instruction request, you will receive our SMS and email notifying you the result of your top-up instruction in due course.*



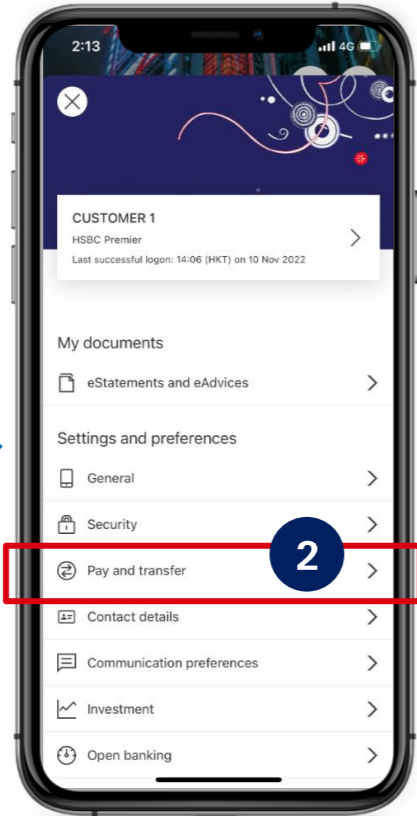
## **Step-by-Step Guide:**

**How to enquire or delete set-up instructions of 'Top up HSBC accounts via eDDA' through HSBC HK App**

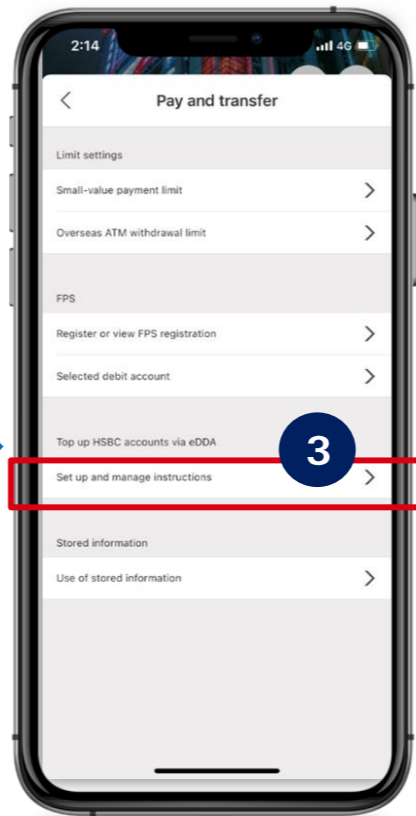
# ENQUIRE ACCOUNT TOP-UP INSTRUCTIONS



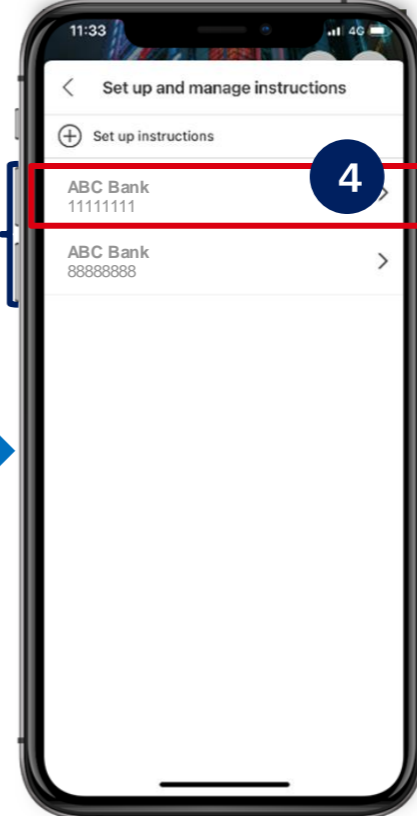
1. Log on to the HSBC HK App and select 'Profile' icon



2. Select 'Pay and transfer'



3. Select 'Set up and manage instructions' under 'Top up HSBC accounts via eDDA'



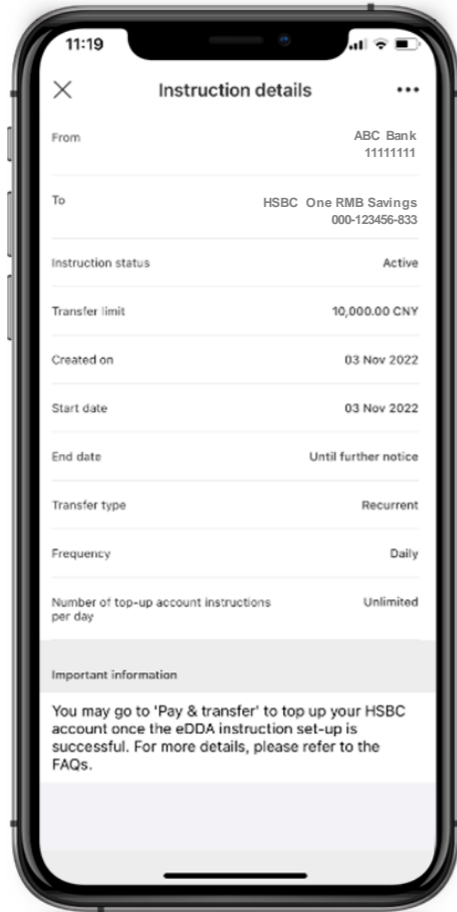
4. Select the desired instruction from the list

*\* Existing set-up instructions are shown (if any)*



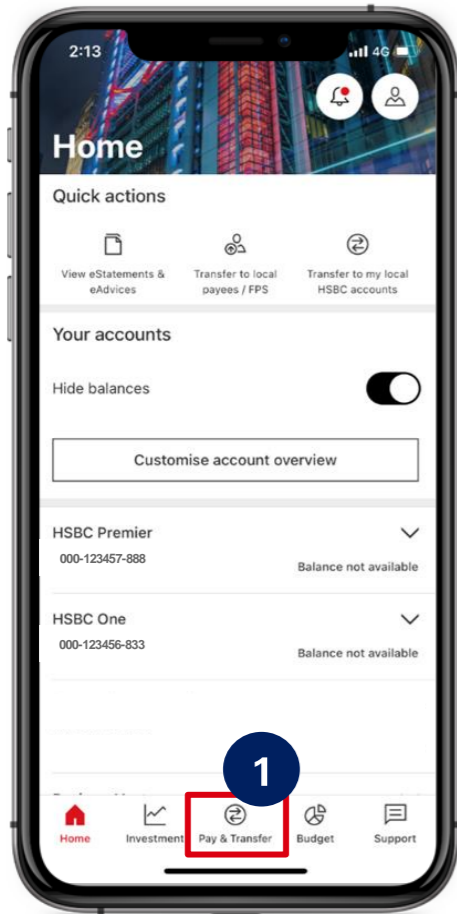
5. Select the desired instruction from the list

# INSTRUCTION DETAILS

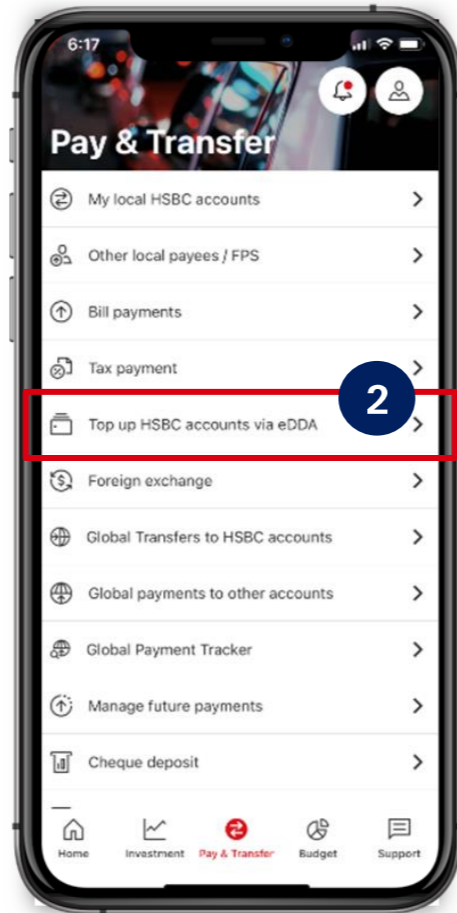


<b>From:</b>	Your linked same-name account number at another local bank
<b>To</b>	Your linked HSBC account number
<b>Instruction status</b>	<b>Active:</b> this instruction has been successfully set up <b>Pending:</b> this instruction is awaiting verification/approval by the debiting bank <b>Suspended:</b> this instruction is suspended as requested by the debiting bank
<b>Transfer limit</b>	Maximum daily transfer amount and currency <ul style="list-style-type: none"> <li>• HKD = Hong Kong Dollar</li> <li>• CNY = Renminbi</li> </ul>
<b>Created on</b>	Instruction creation date
<b>Start date</b>	Instruction effective date
<b>End date</b>	<b>Until further notice:</b> no expiry date
<b>Transfer type</b>	<b>Recurrent:</b> You can repeatedly top up your HSBC account(s) as per the account top-up instruction details
<b>Frequency</b>	<b>Daily:</b> transfer limit is on daily basis
<b>Number of top-up account instructions per day</b>	<b>Unlimited</b>

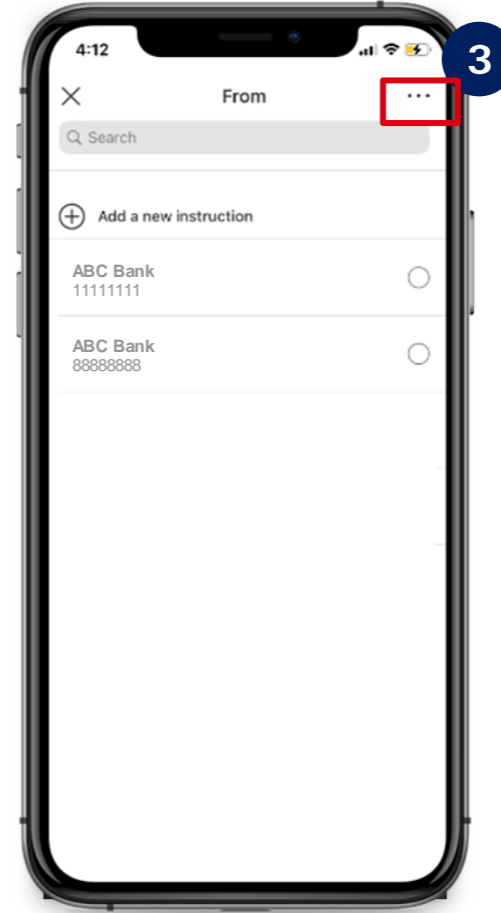
# ENQUIRE ACCOUNT TOP-UP INSTRUCTIONS (Alternate option)



1. Log on to the HSBC HK App and select 'Pay & transfer'



2. Select 'Top up HSBC accounts via eDDA'

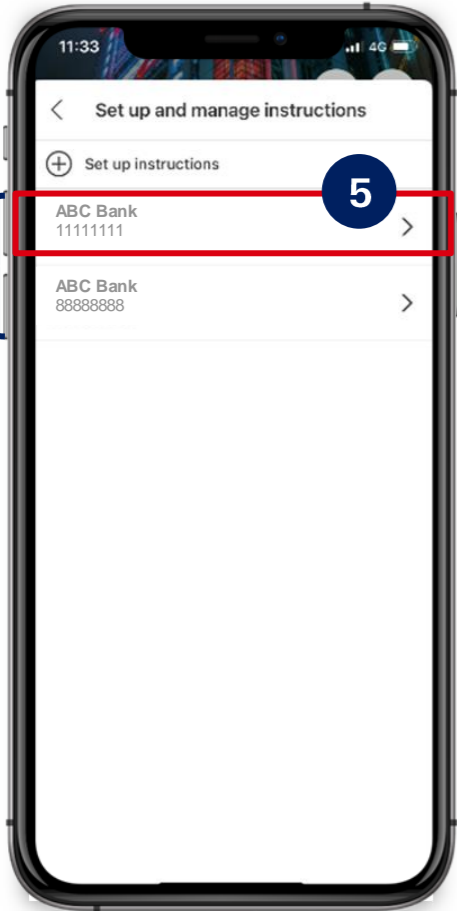


3. Select '...' button at the top right corner



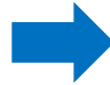
4. Select 'Manage instructions'

# ENQUIRE ACCOUNT TOP-UP INSTRUCTIONS (Alternate option)

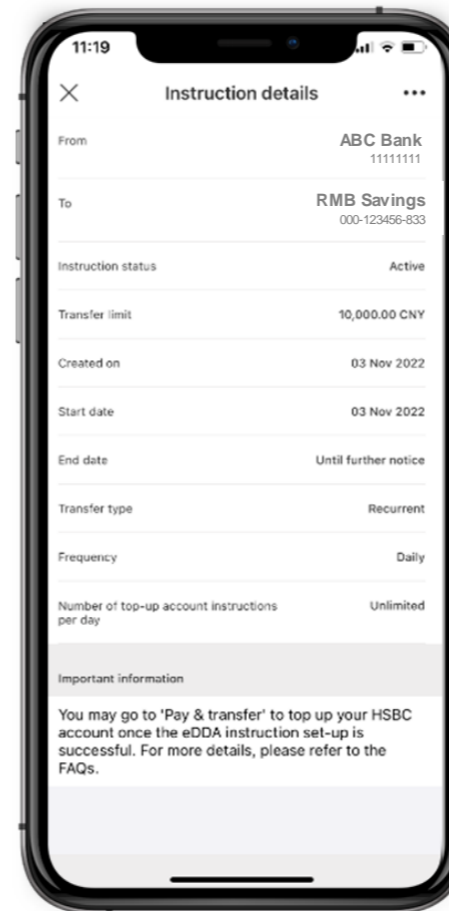


5. Select the desired instruction from the list

*\* Existing set-up instructions are shown (if any)*



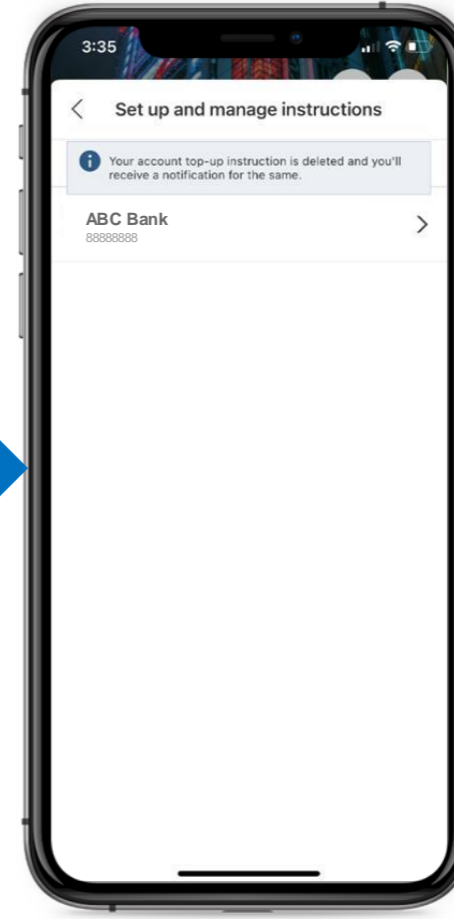
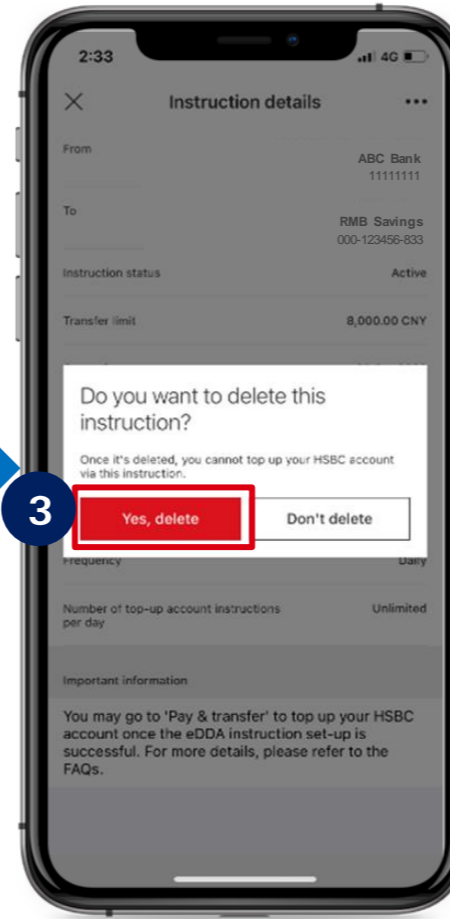
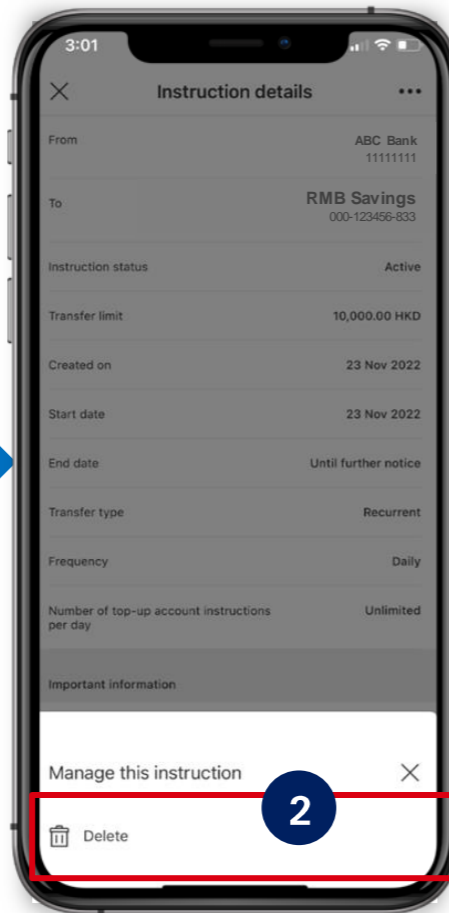
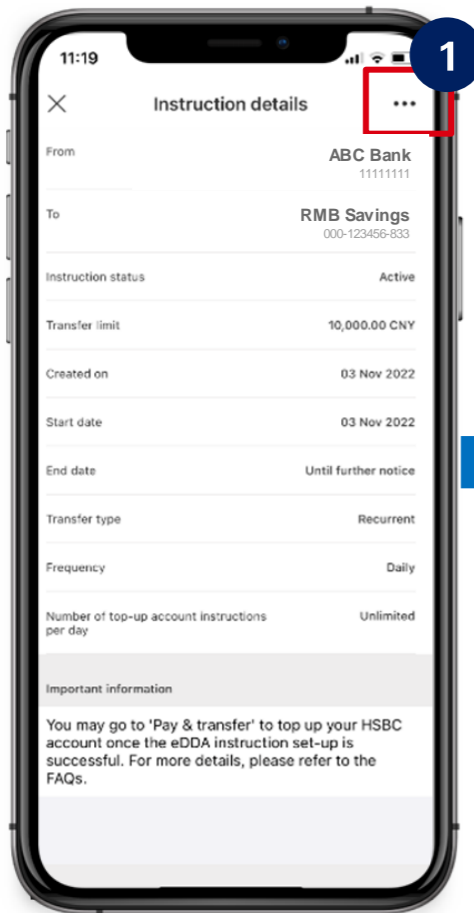
6. Select the desired instruction from the list



Review page displayed

*To learn more about the instruction details, please proceed to slide 10.*

# DELETE ACCOUNT TOP-UP INSTRUCTIONS



**REMINDER:**  
*Once you confirmed the delete instruction, it's irreversible.*

*The selected instruction will be removed from the list and you will receive our SMS and email notifying the deletion.*

1. Select '...' button at the top right corner of the instruction review page

2. Select 'Delete'

3. Select 'Yes, delete' to confirm the deletion of the selected instruction

Your instruction is now deleted

