

Account Information

Frequently Asked Questions:

1) What's the Account Information service for?

Account Information is a new service in HSBCnet which you can use to enquire on your account balances and statements similar to Balance and Transaction Reporting. It provides a fresh new user experience which delivers the information you're after in a faster, more organized manner.

2) Will I still be able to see all the information I'm used to seeing in Balance and Transaction Reporting?

Yes. All the underlying statement information that can be seen in Balance and Transaction Reporting can also be viewed using Account Information.

3) How do I get access to Account Information?

You will automatically be granted access to Account Information if you already have access to Balance and Transaction Reporting.

4) Will I need to change any entitlements or make any administrative changes to be able to use all of the new features within Account Information?

No entitlement or administrative changes are required. The Account Information service will be automatically granted with equivalent access according to existing entitlements in place for the Balance and Transaction Reporting service.

5) Can I just continue to use Balance and Transaction Reporting instead of Account Information?

You will be able to continue using Balance and Transaction Reporting for a limited time. However we believe you'll find Account Information offers a better user experience and encourage you to begin using it once it's available to you. Eventually, Balance and Transaction Reporting will be retired (with notice).

6) Why is Account Information being offered as a new service in addition to Balance and Transaction Reporting? Why didn't HSBC just upgrade Balance and Transaction Reporting?

With ever changing technology in the industry, it was clear that we needed to do introduce a whole new experience built on the latest technology available. An upgrade to Balance and Transaction Reporting wasn't enough to deliver on the objective to give you the best experience possible.

7) When will Account Information become available to me?

Account Information is being launched to all HSBCnet users who have access to Balance and Transaction Reporting in phases this fall. Look for it to appear under the Accounts tab soon.

8) Will new HSBCnet users in my organisation automatically gain access to Account Information?

New users will first need to be appropriately entitled to gain access to Account Information.

9) Are there any additional fees associated with the Account Information service?

No additional fees are associated with the Account Information service.

10) Is there information available on how to use Account Information?

Yes, we have put together a Quick Guide to assist in your transition to Account Information and to help identify the similarities and differences between this new service and Balance Transaction Reporting.