

Managing the confidentiality requirements of your sensitive payments on HSBCnet

Our e-banking platforms support various types of payments. Broadly, however, payment instructions processed via HSBCnet can be categorised into three classes representing different levels of sensitivity.

1. **Highly Sensitive Payments** – require tight control on the end-to-end payment process (e.g. salary, staff bonus, material costs of major components of a manufactured product).
2. **Moderately Sensitive Payments** – require control over payment enquiry and authorisation access as per strategic business unit (SBU) needs (for companies with shared service centres processing payments for multiple SBUs).
3. **Regular Payments** – allow any user who is a creator or an authoriser to act on these payment instructions and access their relevant details (e.g. petty cash, utilities payments, and payments for general services).

Depending on the sensitive nature of some payments, specific controls are implemented on

payment enquiry and authorisation functions to meet confidentiality requirements (for example, restricted access to the beneficiary information used to process the payment).

HSBCnet offers customisable options to support large organisations to small business owners in meeting their required (or preferred) confidentiality structures while ensuring that the tasks, necessary to pay vendors or employees and meet financial responsibilities, are executed on time.

Controls can be applied and adjusted based on unique requirements; however, the following provides recommendations for managing confidentiality according to the outlined payment instruction categories.

Strictly (or highly) sensitive payments

Highly sensitive payments require establishing a tight control over access of payment information



during a payment lifecycle. Our recommendation is to **setup a separate HSBCnet profile** which to be used only for issuing and processing highly sensitive payments. Access to this separate profile should be limited to only those personnel entitled and authorised to act on such payments.

Using this approach ensures that access control is inherent to the profile and separate levels and options do not need to be adjusted through HSBCnet. Users assigned to the separate “highly sensitive” profile can utilise the full payment features offered in HSBCnet. This approach best suits customers that can limit sensitive payments to a single profile, such as HR service providers who can setup a single profile per company served; or a separate department carrying out specialised functions such as HR or Procurement. If a separate profile cannot be setup, then the following approach may be considered.

Moderately sensitive payments

For moderately sensitive payments, we suggest that **separate accounts are opened for each type of sensitive payment**. This structure serves as the foundation of the controls that are offered on HSBCnet as access to these accounts can be limited to specific HSBCnet users.

An authorised user can have full access to any tools or services attached to a specific account, allowing all relevant payment reports to be accessible for each sensitive payment.

The following HSBCnet features can offer further control over payment confidentiality requirements:

- Using the ACH Credit function processes payments as a bulk debit, thereby hiding individual debits against beneficiary names.
- Payment reports can be entitled at account level such that only users allowed to access a specific “sensitive payment” account can see the status of a given payment.

- For file upload and authorisation options, the customer can initiate via Instruction Level Authorisation, File Level Authorisation at “Summary” or “Detail” level where authorisers with only “Summary” level rights cannot access the individual “Details” of the payments in a batch.
- For authorisers that are not entitled to view full details of a batch of sensitive payment at the time of authorisation, choose 'Summary' view under authorisation entitlements for the account specified for sensitive payments..
- Enabling the Account Level Entitlement Check feature ensures that only users with entitlements to a specific “sensitive payment” account can access the associated payment information (uploaded via files).

If individual accounts cannot be used for each type of sensitive payment, all “create”, “view” and “authorise” entitlements should be provided only to users that are allowed common access across all sensitive payment types.

Regular payments

Payments carrying minimal sensitive information can be initiated from any account – provided that the account is not used for sensitive payments. This straightforward approach consolidates regular payment activities to one account allowing use of all relevant HSBCnet features for each transaction.

Please note: under this arrangement users can access all available payment information across the various HSBCnet services.

For further information or assistance, please talk with your HSBCnet representative.