
HSBC Bank (China) Company Limited

**E-Delivery of Statements and Advices
User Guide**

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1) First-time Registration

- 1.1 You will receive your eStatement / eAdvice from your registered email address. Please download and save the attachment to your desktop or laptop computer and then open the saved file to view your eStatement / eAdvice by using a Javascript enabled browser

▼ 1 attachment



HSBCAttachment.html

Please download and save the attachment

If you cannot view this email properly, please configure your email programme so that it can support HTML formatted emails. To open the eStatement/eAdvice attachment file, please have Internet connection ready on your computer.

如果您的电脑无法显示邮件内容，请查看程序设置以确保支持HTML文件格式的邮件。同时您的电脑需要连接到互联网以便能打开电子帐单/通知书。

HSBC 

Dear Customer,

Thank you for using HSBC's E-Delivery of Statement and Advices service. Your 'Account Statement' E-Delivery Statement is attached herewith.

For security reasons, the E-Delivery Statement is password-protected. Please use your password to open it. You are recommended to save and retain a copy for your future reference.

Should you wish to contact us, please send an email to Customer.Feedback@hsbc.com.cn and we will respond to you.

Yours faithfully,

HSBC Bank (China) Company Limited.

亲爱的客户：

感谢您使用汇丰电子邮件帐单/通知书服务。随函附上您的“帐户结单”电子账单。

为确保安全，附上的电子账单已被加密，请使用您的密码开启此电子账单。我们建议您储存此电子邮件账单以供日后参考。

如有任何查询，请发送邮件至 Customer.Feedback@hsbc.com.cn。

汇丰银行（中国）有限公司 谨启

1.2 The JavaScript in your PC may have been disabled or your browser does not support JavaScript, therefore, restricting your access to the eStatement / eAdvice.

To enable the JavaScript, follow the steps below:

1. On the Internet tool bar, select "Tools" and select "Internet Options."
2. Select "Security" and the icon "Internet"
3. Select "Custom Level..." and scroll down to the section titled "Scripting"
4. Select "Enable" under the subsection "Active scripting" and press "OK"
5. A warning window box will be prompted. Select "Yes"

1.3 Choose "View eStatement / eAdvice" to open your eStatement / eAdvice

HSBC  汇丰

eStatement / eAdvice Services 电子账单 / 电子通知书服务

Please select the following services:

请选择以下服务:

View eStatement / eAdvice 查阅电子账单 / 电子通知书

Select this to open

Manage your password 管理您的密码 *

Please note that the eStatement / eAdvice cannot be displayed in mobile phones or tablets.

*Services under "Manage your password" include changing your password, changing your password reset questions and unlocking your account by answering password reset questions.

电子账单/ 电子通知书服务并不能在移动电话或平板电脑显示。

*管理您的密码服务包括更改密码，更改密码重设问题和回答密码重设问题以解除被锁定的帐户。

1.4 Enter your initial password to logon



eStatement / eAdvice Services

Please enter your password to view eStatement / eAdvice

Password

Input the "initial password" shown in the letter we sent you.

Cancel

Continue

1.5 Change the initial password and set up password reset questions



eStatement / eAdvice Services

1. Create new password

- Please do not use the same password across different websites or your internet banking password and refrain from using easy to guess/easily accessible information such as your name, telephone number, date of birth, familiar words, and repetitive / sequential characters (e.g. ABABAB ABA,ABCD12345).
- Please enter a new password with 9-30 characters. It must include at least one upper case letter (A-Z), one lower case letter (a-z) and one number (0-9). It can include space and the following special characters @ _ ' . and -.

New password

Confirm new password

Create your OWN password

2. Select E-Delivery password reset questions

- Please enter answers to your E-Delivery password reset questions that are between 3 and 30 characters. Answers can contain numbers, letters and spaces as well as these special characters @ _ ' . and -.
- You will need to answer both of these questions correctly if you have forgotten your password and need to reset it.

Select question 1

Answer to question 1

Confirm answer

Select question 2

Answer to question 2

Confirm answer

Set two password reset questions

Cancel

Continue

Remarks: After you have reset your password and set up password reset questions, you will receive an email confirmation.

Last update in Oct 2016

2) Viewing of eStatement / eAdvice

2.1 You will receive your eStatement / eAdvice from your registered email address. Please download and save the attachment to your desktop or laptop computer and then open the saved file to view your eStatement / eAdvice by using a Javascript enabled browser

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2.2 The JavaScript in your PC may have been disabled or your browser does not support JavaScript, therefore, restricting your access to the eStatement / eAdvice.

To enable the JavaScript, follow the steps below:

1. On the Internet tool bar, select "Tools" and select "Internet Options..."
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3. Select "Custom Level..." and scroll down to the section titled "Scripting"
4. Select "Enable" under the subsection "Active scripting" and press "OK"
5. A warning window box will be prompted. Select "Yes"

2.3 Choose "View eStatement / eAdvice" to open your eStatement / eAdvice

HSBC  汇丰

eStatement / eAdvice Services 电子账单 / 电子通知书服务

Please select the following services:

请选择以下服务:

View eStatement / eAdvice 查阅电子账单 / 电子通知书

Select this to open

Manage your password 管理您的密码 *

Please note that the eStatement / eAdvice cannot be displayed in mobile phones or tablets.

*Services under "Manage your password" include changing your password, changing your password reset questions and unlocking your account by answering password reset questions.

电子账单/ 电子通知书服务并不能在移动电话或平板电脑显示。

*管理您的密码服务包括更改密码，更改密码重置问题和回答密码重置问题以解除被锁定的帐户。

2.4 Enter your password to logon



eStatement / eAdvice Services

Please enter your password to view eStatement / eAdvice

Password

Input your OWN password

Cancel

Continue

After inputting your password successfully, the eStatement / eAdvice will pop up for your review.

3) Ways to manage your password

- Change password
- Change password reset questions
- Forgot password

3.1 You will receive your eStatement / eAdvice from your registered email address. Please download and save the attachment to your desktop or laptop computer and then open the saved file to view your eStatement / eAdvice by using a Javascript enabled browser

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亲爱的客户：

感谢您使用汇丰电子邮件帐单通知书服务。随函附上您的“帐户结单”电子账单。

为确保安全，附上的电子账单已被加密，请使用您的密码开启此电子账单。我们建议您储存此电子邮件账单以供日后参考。

如有任何查询，请发送邮件至Customer.Feedback@hsbc.com.cn。

汇丰银行（中国）有限公司 谨启

3.2 The JavaScript in your PC may have been disabled or your browser does not support JavaScript, therefore, restricting your access to the eStatement / eAdvice.

To enable the JavaScript, follow the steps below:

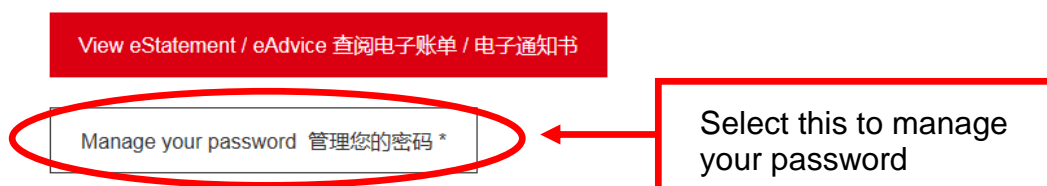
- 1 On the Internet tool bar, select "Tools" and select "Internet Options..."
- 2 Select "Security" and the icon "Internet"
- 3 Select "Custom Level..." and scroll down to the section titled "Scripting"
- 4 Select "Enable" under the subsection "Active scripting" and press "OK"
- 5 A warning window box will be prompted. Select "Yes"

3.3 Choose "Manage your password"

HSBC  汇丰

eStatement / eAdvice Services 电子账单 / 电子通知书服务

Please select the following services:
请选择以下服务:



Please note that the eStatement / eAdvice cannot be displayed in mobile phones or tablets.

*Services under "Manage your password" include changing your password, changing your password reset questions and unlocking your account by answering password reset questions.

电子账单/ 电子通知书服务并不能在移动电话或平板电脑显示。

*管理您的密码服务包括更改密码，更改密码重设问题和回答密码重设问题以解除被锁定的帐户。

3.4 To change password



eStatement / eAdvice Services

Select this tab to change password

Change password

Change password reset questions

Forgot password

1. Please enter your existing password

Password

2. Create new password

- Please do not use the same password across different websites or your internet banking password at accessible information such as your name, telephone number, date of birth, familiar words, and repeat (ABA, ABCD12345).
- Please enter a new password with 9-30 characters. It must include at least one upper case letter (A-Z), one lower case letter (a-z), one digit (0-9). It can include space and the following special characters @, _ , ' , and - .

Input your existing and new password accordingly

New password

Confirm new password

Cancel

Continue

3.5 To change password reset questions



eStatement / eAdvice Services

Select this tab to change password reset questions

[Change password](#) **Change password reset questions** [Forgot password](#)

1. Please enter your existing password

Password

2. Select E-Delivery password reset questions

- Please enter answers to your E-Delivery password reset questions that are between 3 and 30 characters. Answers must contain at least 1 uppercase letter, 1 lowercase letter and spaces as well as these special characters @ _ ' . and -.
- You will need to answer both of these questions correctly if you have forgotten your password and need to reset it.

Select question 1

Answer to question 1

Confirm answer

Select question 2

Answer to question 2

Confirm answer

Input your password and change password reset questions accordingly

3.6 Forgot password

Please answer the password reset questions to reset password

HSBC

eStatement / eAdvice Services

Change password | Change password reset question | **Forgot password**

1. E-Delivery password reset questions
Please answer your E-Delivery password reset questions to reset your password

Question 1 What is your favourite animal?
Answer to question 1

Question 2 What is your father's name?
Answer to question 2

2. Reset password

- Please do not use the same password across different websites or your internet banking password and reset password. Do not use easily accessible information such as your name, telephone number, date of birth, familiar words, and repetitive / sequential characters (e.g. ABABAB, ABA, ABCD12345).
- Please enter a new password with 9-30 characters. It must include at least one upper case letter (A-Z), one lower case letter (a-z) and one number (0-9). It can include space and the following special characters @, ., ' and -.

New password
Confirm new password

Cancel Continue

Remarks: If you incorrectly answer the password reset questions for 3 times and therefore fail to reset the password, please visit HBCN public website www.hsbc.com.cn [Business Download Center](#), fill and sign E-Delivery of Statements And Advices Service Application Form. After bank received your form, new password would mail to you shortly.

Personal | Business

HSBC Working capital | Growth | Payments | Investments | Managing risk | Log on

E-delivery of statement and transaction advice service

- [E-Delivery of Statement and Transaction Advice Service Registration Form \(PDF, 1104KB\)](#)
- Paper statement/advice reprinting service
- [Statement/Advice Reprinting Application Form \(PDF, 42KB\)](#)