

Date : 26th October 2017

PayNet Direct Debit Mandate Display over HSBC Personal Internet Banking (PIB)

Dear Valued Customer,

Effective 18 November 2017, customers who have signed up for PayNet Direct Debit effective from 25 April 2011 onwards will be able to view the PayNet Direct Debit (DD) mandate on HSBC/ HSBC Amanah Personal Internet Banking.

What is PayNet Direct Debit?

PayNet Direct Debit is the authorization or mandate given by the Payer to the Biller to initiate the Inter-bank Direct Debit or collection transactions directly from Payers current/saving account and credit card account (excluding supplementary, debit and corporate card) to pay for recurring basis payment (eg. insurance, utility, membership fee, rental etc).

Guide

How to view PayNet Direct Debit mandate details via HSBC Personal Internet Banking (PIB)?

- **Step 1** : Login to HSBC PIB > Direct debit Mandate

The screenshot shows the HSBC PIB interface. The top navigation bar includes links for Personal Banking, Credit Cards, Debt Cards, Property Financing, Investments, Insurance, Digital Banking, Personal Financing, Deposits, Services, Latest Promotions, HSBC Safeguard, and Smartform. The user is logged in as 'online@hsbc'. A notification banner indicates 'You have 33 new messages'. The main content area is titled 'DirectDebit Mandate List' and contains a table with the following data:

Payment Reference Number	Payer Account Number	Billers Name	Approved Limit (MYR)
A11223344		DECIMAL POINT SON BHD	111.11
A22332256		KUMPULAN WANG SIMPANAN PEKERJA	150.00
TEST3A		KUMPULAN WANG SIMPANAN PEKERJA	100.00
TEST3B		KUMPULAN WANG SIMPANAN PEKERJA	100.00
TEST3C		KUMPULAN WANG SIMPANAN PEKERJA	100.00
TEST4A		PUBLIC MUTUAL BHD	100.00
TEST4B		PUBLIC MUTUAL BHD	100.00
TEST4C		PUBLIC MUTUAL BHD	100.00
A11223311		DECIMAL POINT CARD	100.50
PM1111		PUBLIC MITUAL	100.00
11223344		PUBLIC MUTUAL BHD	400.00
123456		PUBLIC MUTUAL	500.00

Notice: Only mandates effective from 25 April 2011 are displayed.

- **Step 2** : Click on the Payment Reference Number to view mandate details
 - **Select "Save" to save the mandate details in CSV format.**
 - **Select "Back" to return to the Direct Debit Mandate List.**

The screenshot shows the HSBC PIB interface displaying the 'Mandate Details' for a specific mandate. The 'Mandate Information' section contains the following details:

Payment Reference Number:	A1234567
Date Approved:	30/09/2022
Payer Account Number:	
Billers Name:	AIA TEST
Approved Limit (MYR):	100.00
Maximum Frequency:	1
Mode of Frequency:	MONTHLY
Effective Date:	01/10/2017
Expiry Date:	07/05/10007
Status of Mandate:	SUCCESSFUL

Buttons: Back | Save | Print