



HSBC Bill Payment Promotion FAQs

1. How do I participate in the Cashback Campaign?

To participate, you need to pay at least (minimum) two bills totaling SGD1,000 or more using your HSBC SG Mobile app in any calendar month during the campaign period. Campaign period is from 01 June to 31 August 2024.

Excluding bill payment made in respect to HSBC credit cards, payments made through GIRO or Standing Instructions.

2. What happens if I don't meet the criteria in one of the campaign months?

You will still have the opportunity to meet the criteria in the subsequent months and earn cashback in those months.

3. How much cashback can I earn?

You can earn maximum SGD10 cashback in any given calendar month when you meet the promotion criteria. Over the three-month campaign, you can earn up to a total of SGD30 cashback over 3 months.

4. When will I receive my cashback?

Your total cashback will be credited to your account in the following month after the campaign ends.

5. What types of bills can I pay using the mobile app?

Our mobile app supports payments for over 140 different billers, including utility bills, other bank cards, taxes, insurance payments, and prepaid mobile number top-ups. Can refer [List of billers available on HSBC SG App](#) for the complete list.

6. How can I check if I've received my cashback?

You will be notified by the bank and can also check on your account statement for cashback on HSBC mobile app.

7. Is there a limit to the number of bill payments I can make?

No, there is no limit. However, to qualify for the cashback promotion, you need to make at least two Bill Payments minimum totaling to SGD1,000 or more.

8. Are payments to HSBC credit cards eligible for the cashback promotion?

No. payments to HSBC credit cards are not eligible for the cashback promotion.

Also, payments made through GIRO or standing instructions are excluded.

9. Who can I contact for further assistance?

For any questions or assistance, you can chat with us on the mobile banking app. You can call to our Contact Centre.



10. How can I add new bill payees and make payment using HSBC Singapore app?

Log on to HSBC SG App and follow these steps to add new bill payee and make payment:

- Tap on 'Pay and Transfer' and tap on 'Pay a bill' then select the account you want to make payment from.
- Tap on 'Add a new biller' to add a new bill payee.
- Search and select the billing organization you wish to make payment to.
- Enter all the details for respective biller as shown on the screen and then tap on 'Continue'.
- Enter the amount and tap on 'Continue'.
- Review your payment details and tap on 'Confirm'.

11. Can I make future-dated or recurring payments to these bill payees through HSBC Singapore app?

No, we do not offer set-up of future-dated or recurring Pay Bills.

12. What is the per transaction limit of bill payment via HSBC Singapore app?

The maximum per transaction limit is SGD9,999.99 for bill payments made via HSBC Singapore app. However, some billing organizations may have different per transaction limit. The maximum and minimum payment limits will be shown to you on the front-end screen at the time of bill payment via the app.

If you want to send a payment that's more than SGD9,999.99, please send in multiple transactions on the same calendar date.

Please note that there is a maximum per day limit of SGD50,000 for pay bills. You can manage online transfer and payment limits via HSBC Online Banking.