

HSBC PayNow Registration Promotion FAQs

1. How do I participate in the PayNow Registration Promotion?
 - a. You are not registered for PayNow with HSBC as of 30 November 2024.
 - b. You need to register PayNow with mobile number or NRIC number via HSBC Singapore App or Online Banking during promotion period.
 - c. You need to perform at least 5 outward PayNow transactions (minimum S\$100 per transaction) within the same calendar month as registration.
 - d. This Promotion is limited to the first 888 Eligible Customers in each calendar month during the promotional period.
2. What happens if I don't meet the criteria in one of the months?

You will still have the opportunity to meet the criteria in the subsequent months and earn cashback.
3. If I register PayNow in December 2024, then perform 5 outward PayNow transactions (minimum S\$100 per transaction) in January 2025. Will they be considered as eligible transactions?

No. You have to perform at least 5 outward PayNow transactions (minimum S\$100 per transaction) within the same calendar month as registration. If you register PayNow in December 2024, then you need to perform at least 5 outward PayNow transactions (minimum S\$100 per transaction) by 31 December 2024.
4. How to define first 888 Eligible Customers?

Firstly, customer needs to meet criteria mentioned in Terms and Conditions Governing HSBC PayNow Registration Promotion. Then first 888 Eligible Customers will be selected based on PayNow registration date in each calendar month.
5. How much cashback can I earn?

You will only be entitled to receive one cashback of SGD20 during the promotion period.
6. When will I receive my cashback?

Reward will be credit to your account by 30 April 2025.
7. Who can I contact for further assistance?

For any questions or assistance, please reach out to our customer support team.
8. How can I register PayNow by using HSBC Singapore app?

Log on to HSBC Singapore mobile app and follow below steps:

 - Tap on 'Profile'.
 - Under 'Settings and preferences' section, select 'Register or manage PayNow'.
9. How can I perform outward PayNow transaction by using HSBC Singapore online banking?

Log on to HSBC Singapore online banking and follow below steps:

 - Tap Pay and Transfer > Pay via PayNow
 - Tap 'From' and choose the account you want to pay from
 - Choose from your list of saved payees or pay a new PayNow payee
 - Input transfer amount and the recipient reference and click continue
 - Review the accuracy of the information especially the Nickname
 - Click Confirm to complete the transfer
 - Once your transfer is complete, you can share the transfer receipt with your payee by tapping the share icon on the top right