Web Banking User Guide



A Restricted Licence Bank

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Dear Customer,

Thank you for choosing e-Banking services of Habib Bank Zurich (HK) Limited. We hope this user guide will enable you to access all the eBanking services easily and seamlessly and ensure all your eBanking needs are fulfilled.

Our e-Banking services include:

- Check Account Balance
- View and download account statements
- View Inward/Outward Remittance
- Third Party Fund Transfer/Transfer to local HBZ account
- View / Open / Amend Letter of Credit
- View Import / Export Documents under Letter of Credit / Collection
- Retire TR/ Invoice Finance/ Packing Credit
- Create/ Reset password online
- Upload supporting transaction documents
- View authenticated SWIFT messages
- Send message securely using Secure Mail
- HBZ eLocker Store sensitive data using strong encryption algorithm
- Multiple login management
- Receive SMS alerts for transaction of your choice

Our utmost priority is to make your e-Banking experience a secure and seamless one.

Secure

- Habib Bank Zurich e-Banking uses the Mobile Authenticator/ HBZSecure Key to prevent any security-breach.
- Security Fortification through OTP (One Time Password) via SMS and Email when conducting high risk transactions.
- Secure Mail to communicate with end-to-end encryption.

Seamless

- Use our e-Banking services at your own convenience and access the aforementioned services.
- Our User-Friendly Manual will guide you through all the important steps necessary in carrying out transactions.
- Track funds and execute transactions at your fingertips.
- Manage your finances from the comfort of your desk or while on remote.

HOW TO REGISTER?

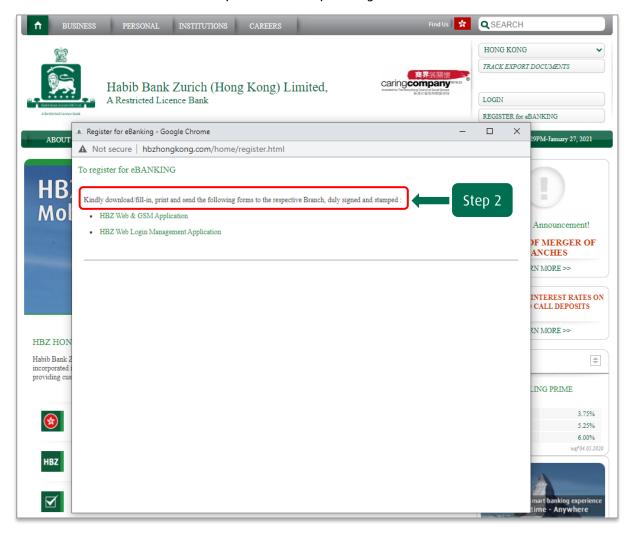
Step 1

Click on "Register for eBanking".



Step 2

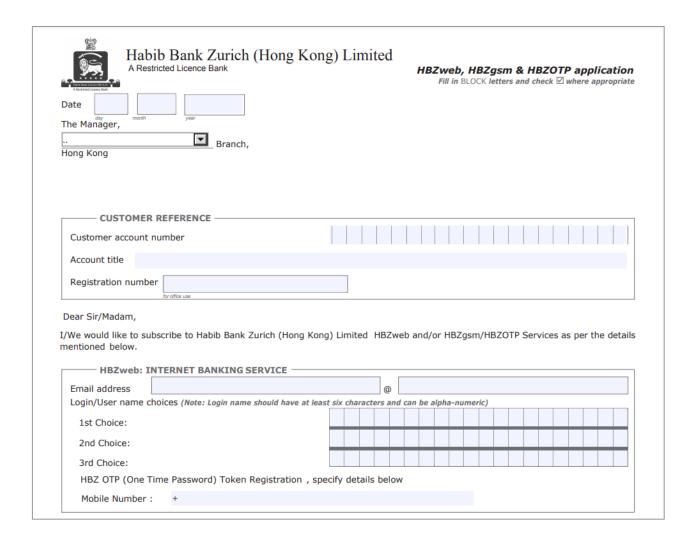
Fill and sign the application form on all pages (with your company chop for Corporates) and send original signed form to the nearest branch or to your relationship manager.



I. HBZ Web & GSM Application

Fill in the form and read the terms and conditions.

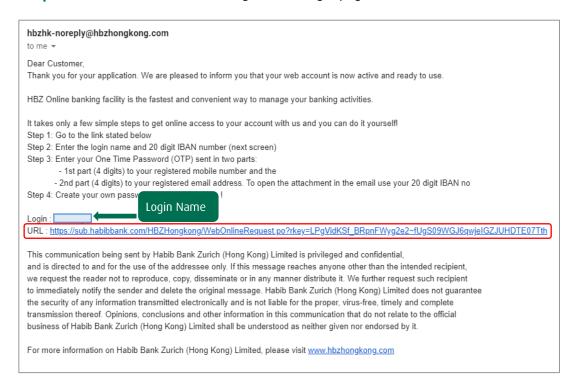
Link: https://hbzhongkong.com/downloads/forms/HBZwebqsmapplication.pdf



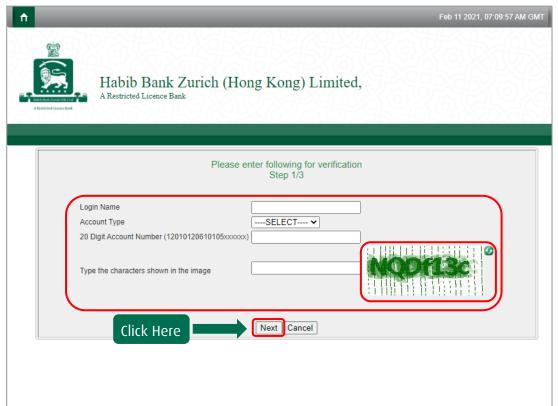
Upon successful acceptance, link will be shared on the registered email address with detailed instructions to set the password.

FIRST TIME ONLINE PASSWORD GENERATION

Step 1 Please click the URL link to go on the login page

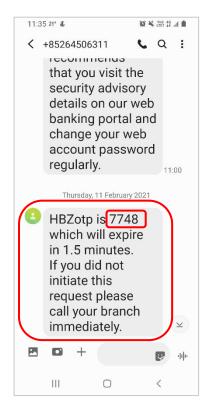


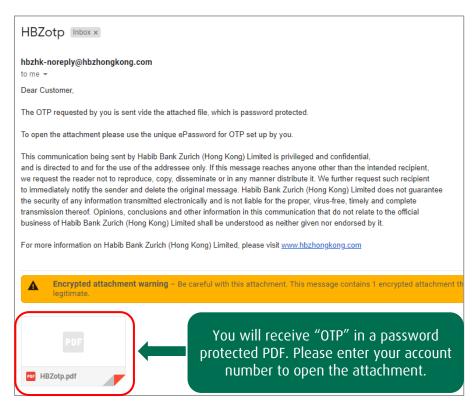
Step 2 Input "Login Name", "Account Type", "Account Number" and "Captcha" displayed



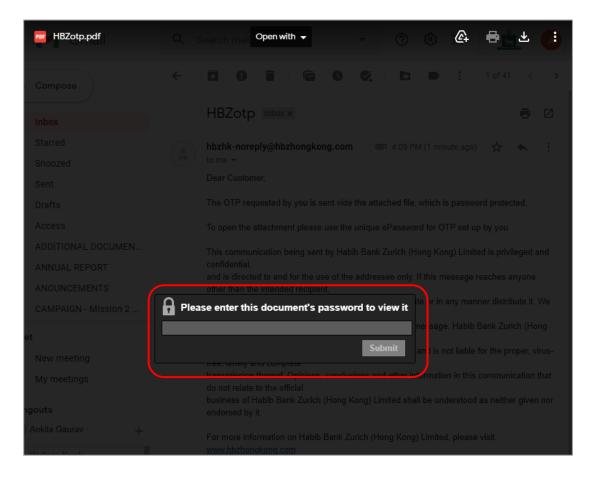
Step 3 You will receive "One-Time-Password" (OTP) partly on your "mobile number" and partly through "email".

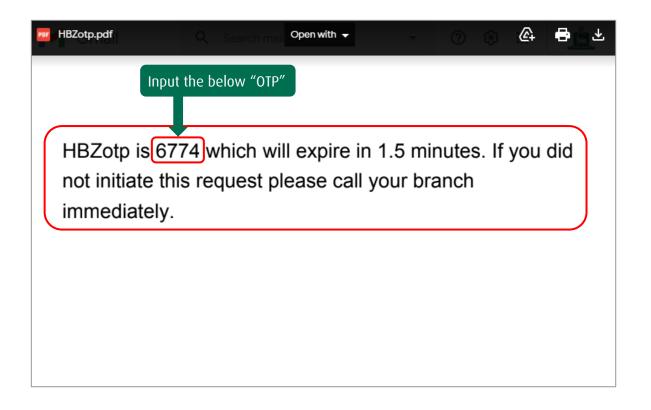
Mobile Email



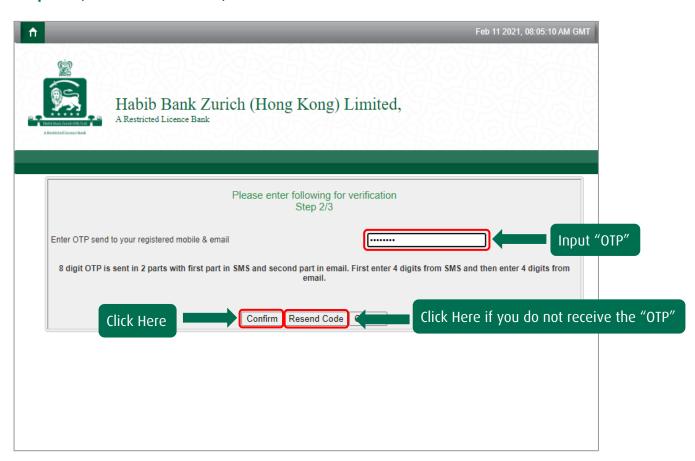


Step 4 Please enter your 20-digit account number (12-01-04-20622- 470-xxxxxx) to open the attachment.

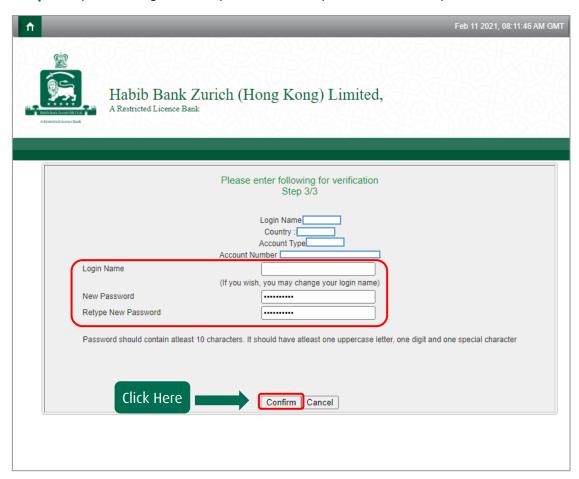




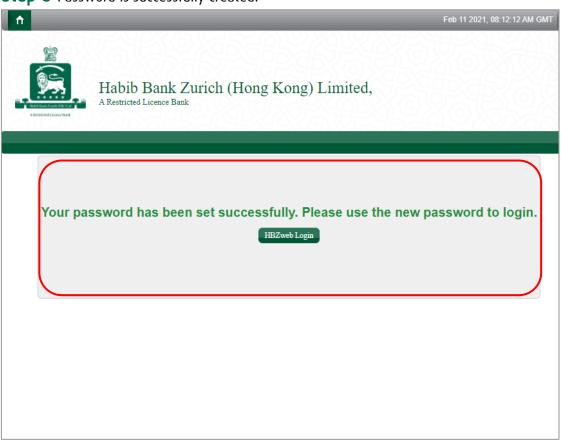
Step 6 Input "OTP" received on your "mobile number" and "email".



Step 7 Input the "Login name" you received on your email and set your "Password" for "Login".



Step 8 Password is successfully created.

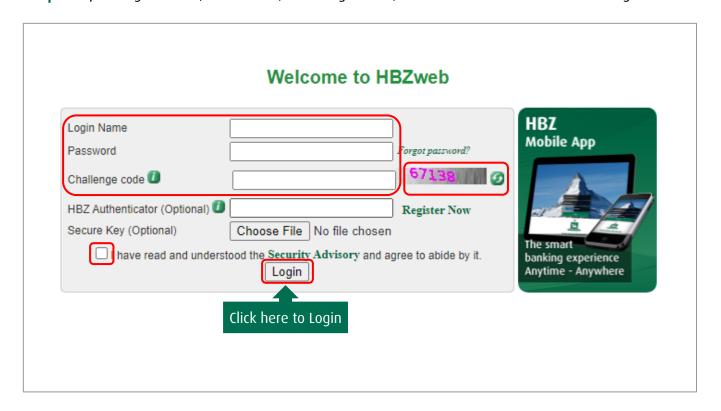


Step 1 To Login visit our website

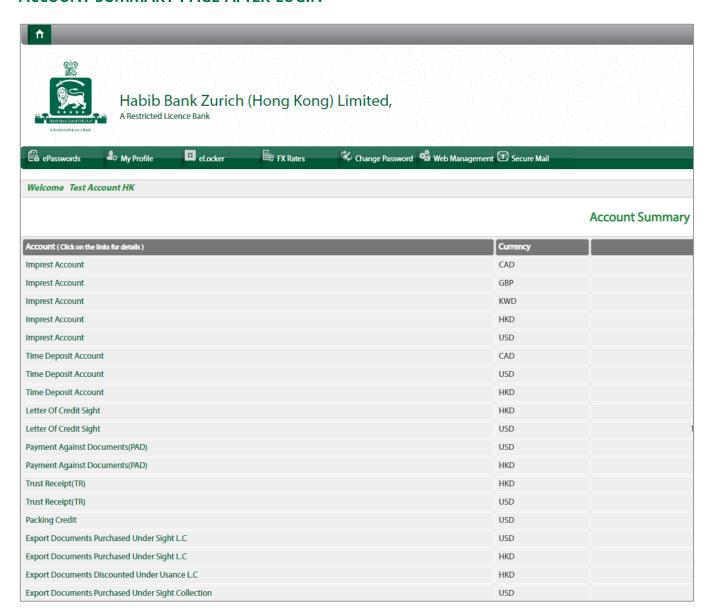
Link: http://www.hbzhongkong.com/



Step 2 Input "Login Name", "Password", "Challenge code", select the checkbox and click on "Login ".



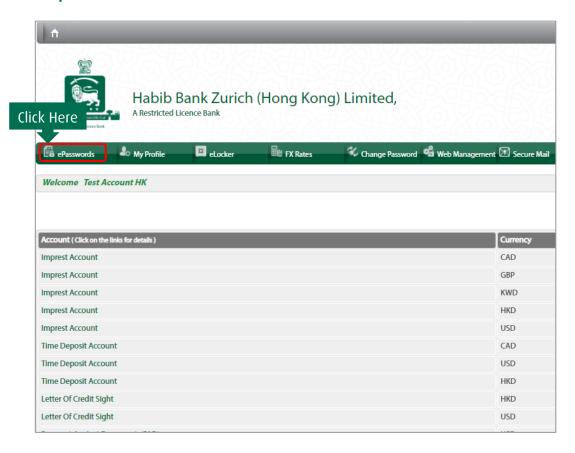
ACCOUNT SUMMARY PAGE AFTER LOGIN



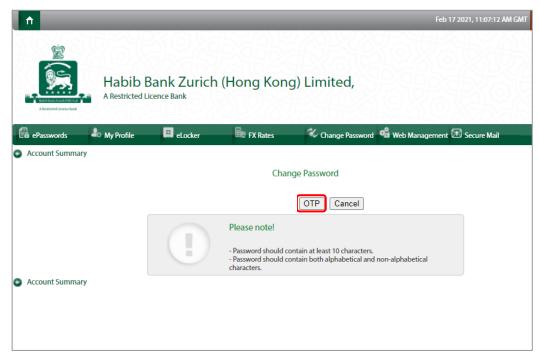
ePASSWORDS

ePassword are used to open any password protected attachments. For e.g., OTP generated at the time of funds transfers sent to your registered email address.

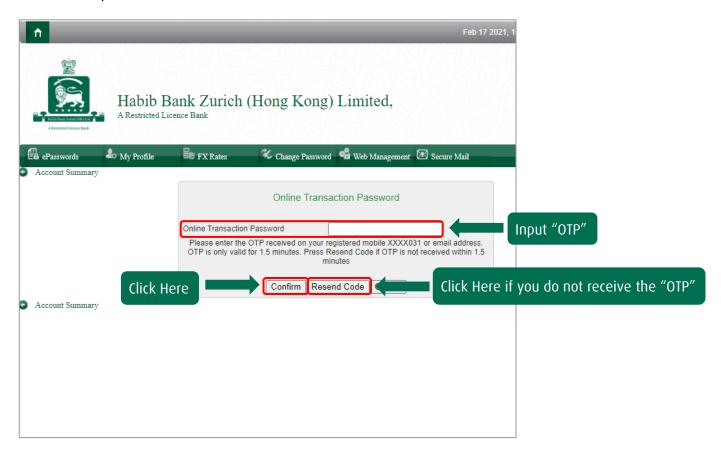
Step 1 Click on "EPasswords" in the toolbar.



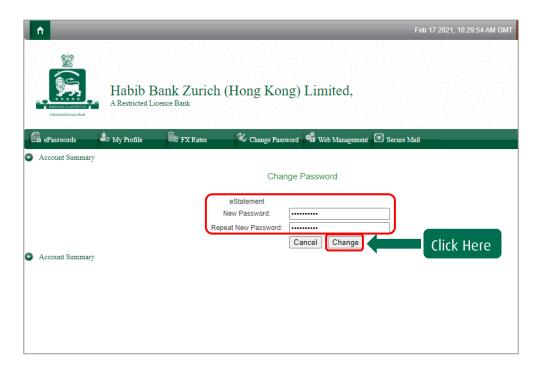
Step 2 Click on the button "OTP" to activate the unique password.



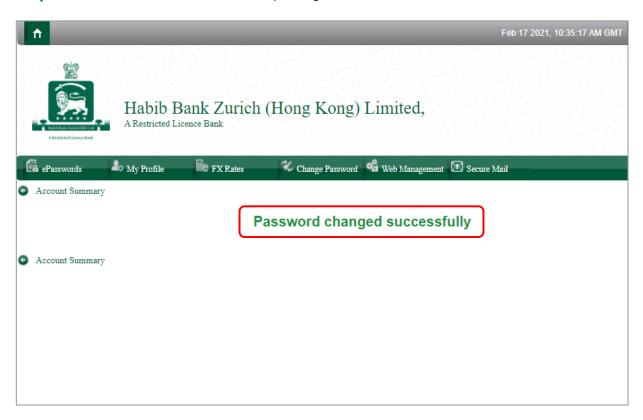
Step 4 You will receive "Online Transaction Password" on your registered mobile number via SMS. Click "Confirm" to proceed further.



Step 5 Input your New Password and click on "Change".



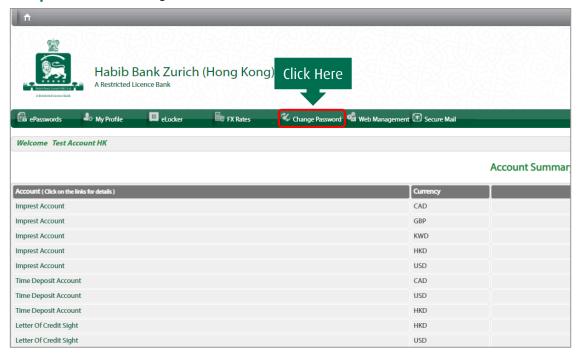
Step 6 Your Password is now successfully changed.



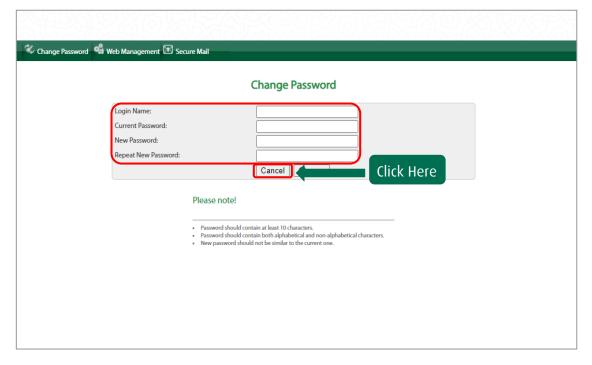
CHANGE PASSWORD - EBANKING PASSWORD

For security reasons we advise you to change your password on regular basis.

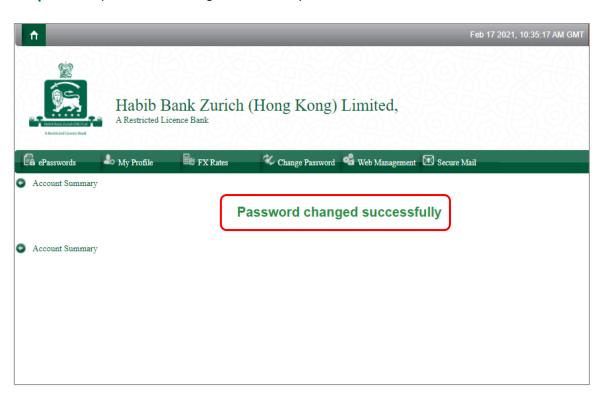
Step 1 Click on "Change Password" in the toolbar



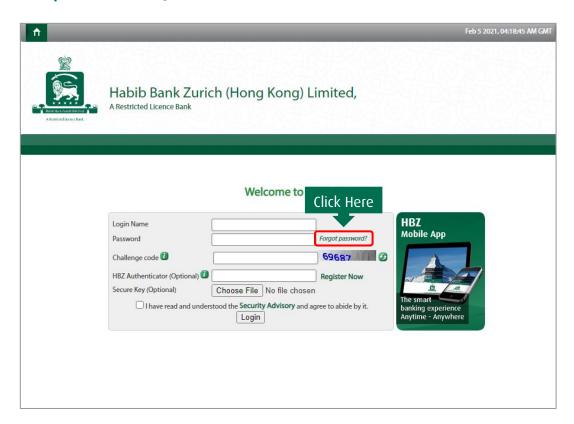
Step 2 Input "Login Name", "Current Password", "New Password" and repeat new password



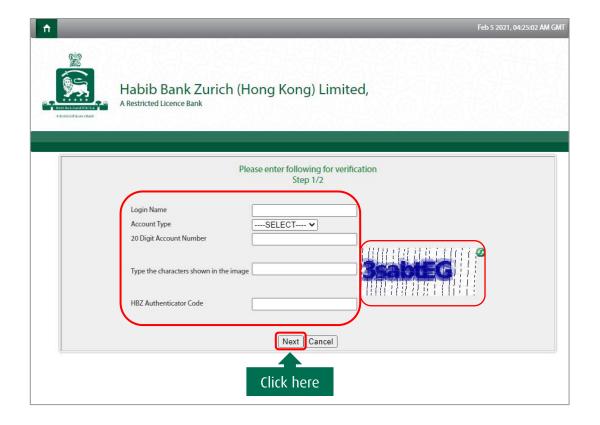
Step 3 Your password is changed successfully.



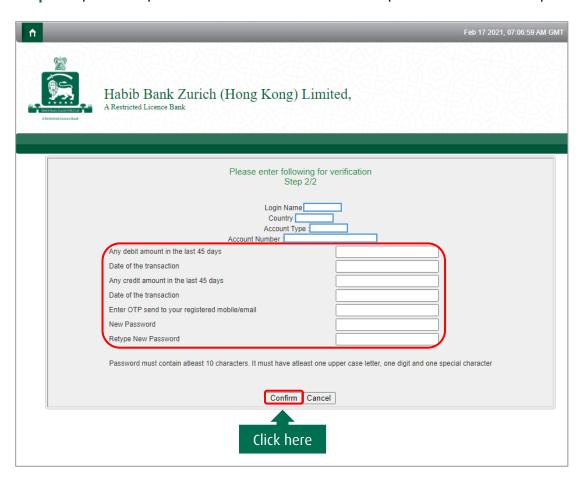
Step 1 Click on "Forgot Password"



Step 2 Input the required details and Click on "Next" to proceed further and complete the process



Step 3 Input the required details and click on "Confirm" to proceed further and complete the process.

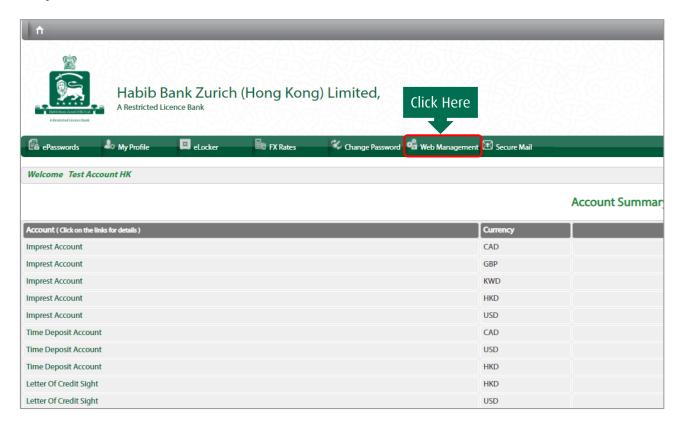


You will get a confirmation that the password has been sucessfully reset.

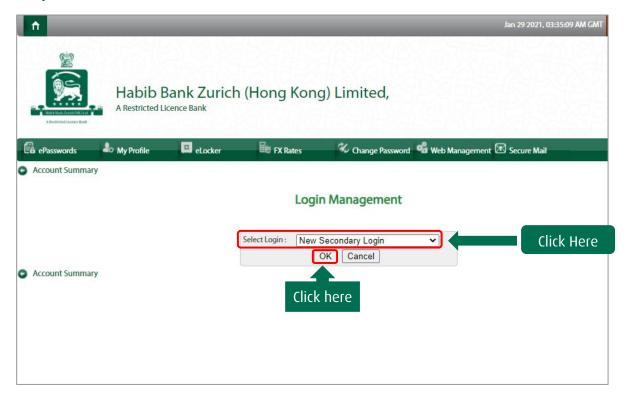
WEB MANAGEMENT

Creation of a sub login Id for secondary user according to the primary user(s) requirement.

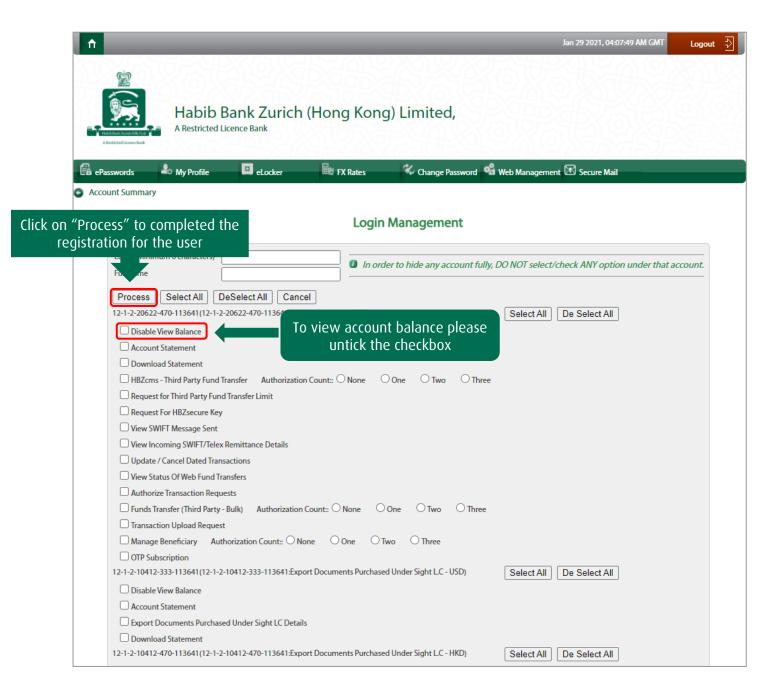
Step 1 Click on "Web Management" in the toolbar.



Step 2 Click on "New Secondary Login" from the drop down



Step 3 Tick the required checkboxes and click on "Process" to authorize the users

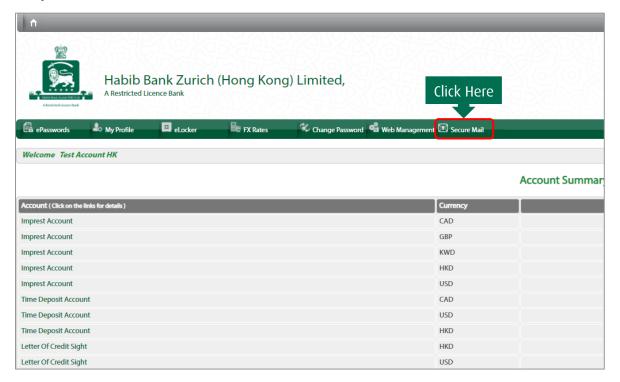


- **Step 4** After successfully creating the "New Secondary login Id", notify the customer service desk on the email at *customerservice@hbzhongkong.com*
- **Step 5** Registration form will be sent to customer on company registered email address to be chopped and signed by authorized signatory.
- **Step 6** Handover original signed form to the nearest branch.

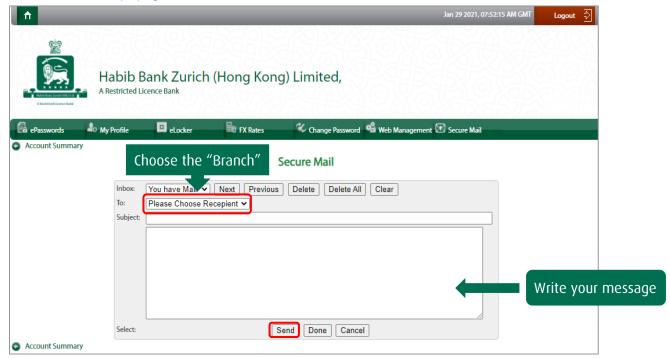
Secondary users can login once they receive the login link to their registered email address.

Secure mail is a tool for users to communicate in a safe environment.

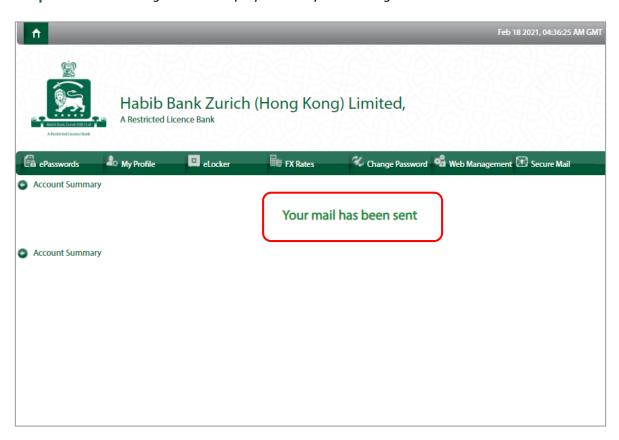
Step 1 Click on "Secure Mail" in the toolbar



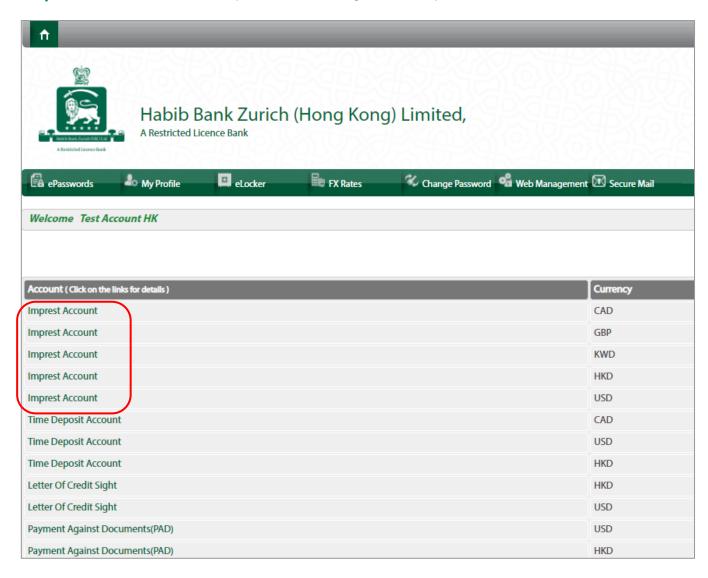
Step 2 Choose the branch. Click on "Send" after writing the message or click on "Done" to go back to "Account summary" page.



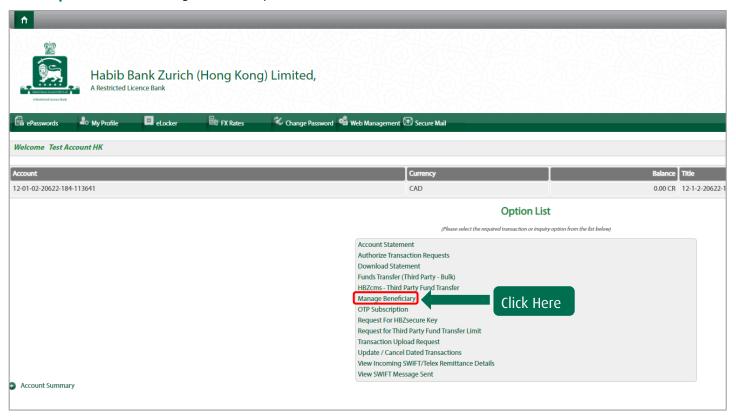
Step 3 Below message will be displayed after your message is sent.



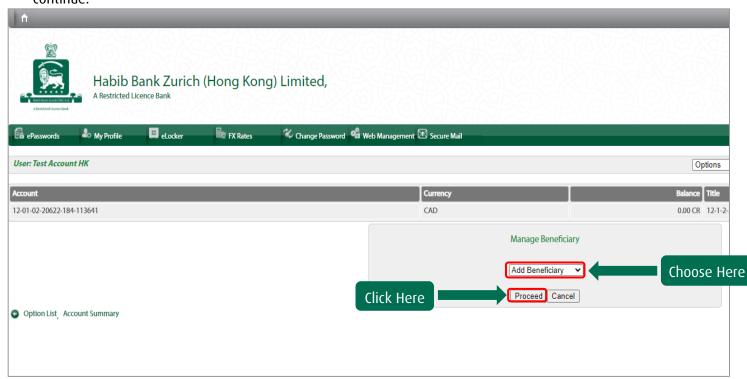
Step 1 Click on account in which you want to "Manage Beneficiary".



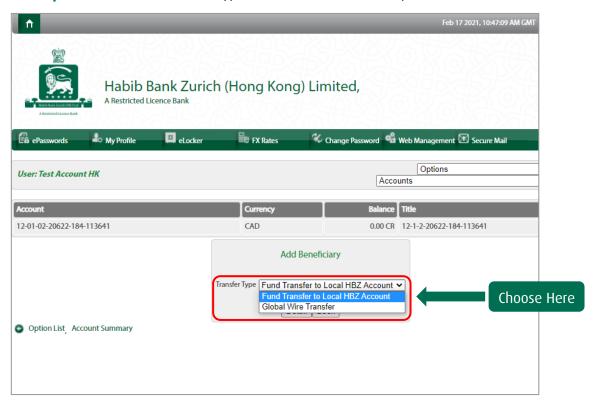
Step 2 Click on "Manage Beneficiary".



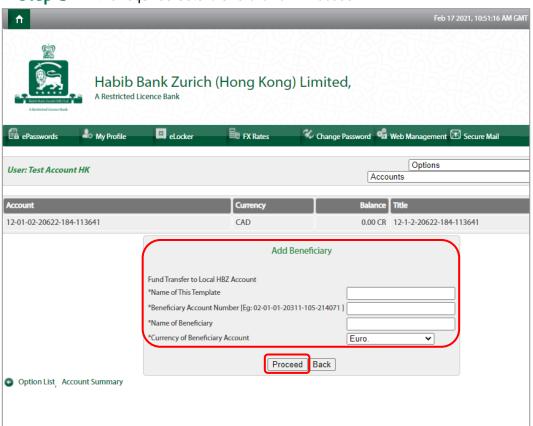
Step 3 Select "Add Beneficiary" or "Delete Beneficiary" from the drop down. Click on "Proceed" to continue.



Step 4 Choose the "Transfer Type" and click on "Detail" to proceed further.

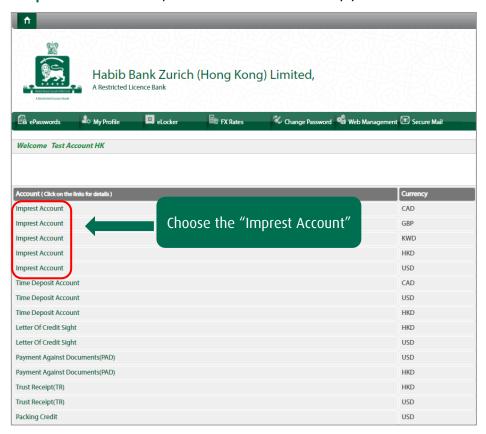


Step 5 Fill the required details and click on "Proceed".

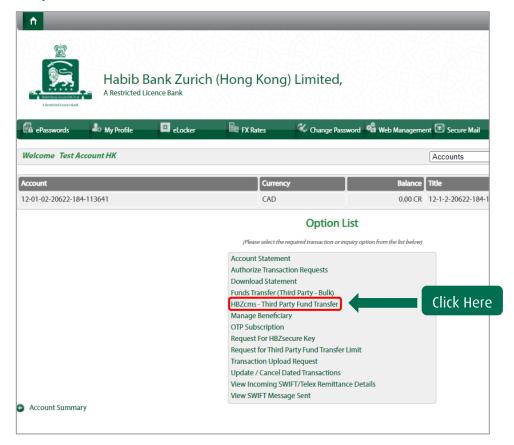


The confirmation message for successfully addition of beneficiary will be dispayed.

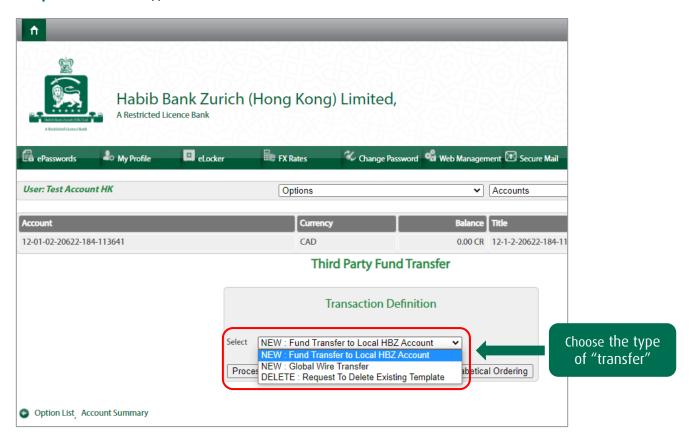
Step 1 Choose the "Imprest account" in the currency you want to make "online fund transfer".



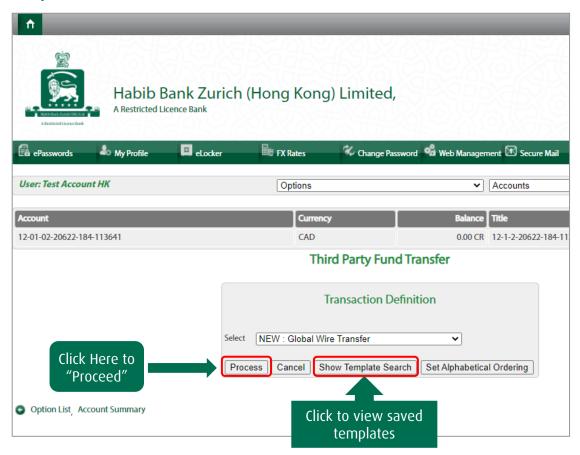
Step 2 Click on "HBZcms – Third Party Fund Transfer".



Step 3 Choose the type of "Transfer".



Step 4 Click on "Process" to proceed further.



Step 5 You will receive an "One-Time-Password" (OTP) on your mobile phone via SMS or through email.

OTP is received through email as password protected attachment. To open the attachment, the password set by you under "ePasswords".

Step 6 Input the OTP in the field "Online Transaction Password"

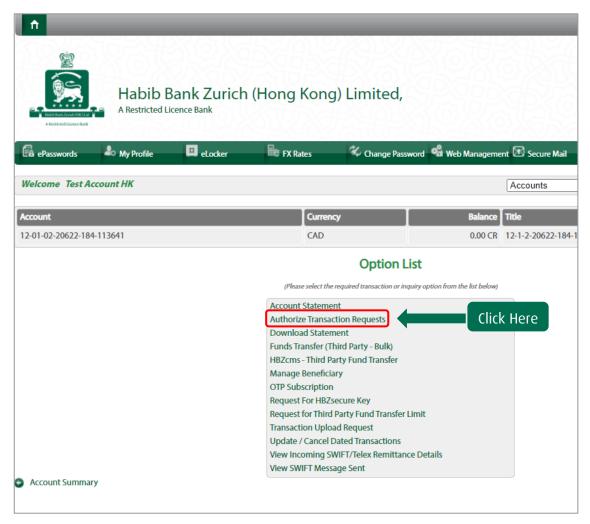
Step 7 Click confirm when the funds transfer details are displayed for confirmation

The confirmation regarding acceptance of funds transfer request for processing will be displayed.

AUTHORIZE TRANSACTION REQUESTS

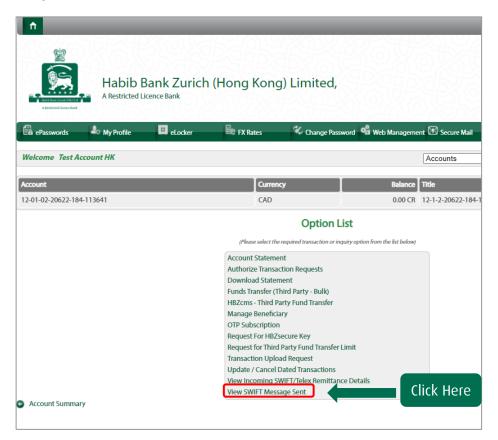
Authorization of request created by sub login id.

Step 1 Click on "Authorize Transaction Request".

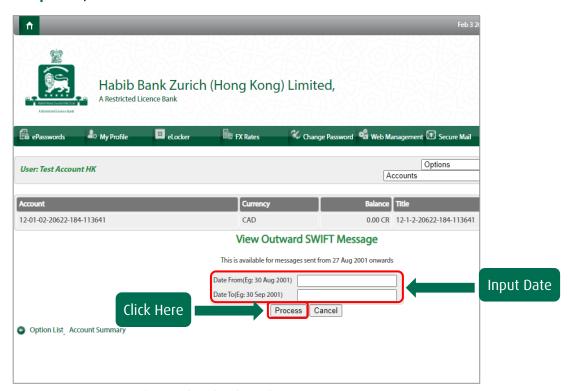


Pending request will be displayed. Parent Id can authorize them and receive the confirmation.

Step 1 Click "View SWIFT Message Sent".



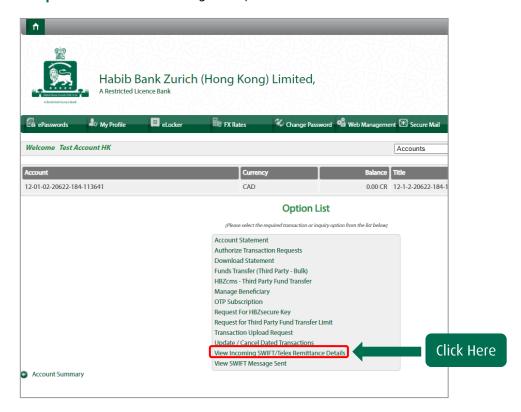
Step 2 Input the "Date" and Click on "Process"



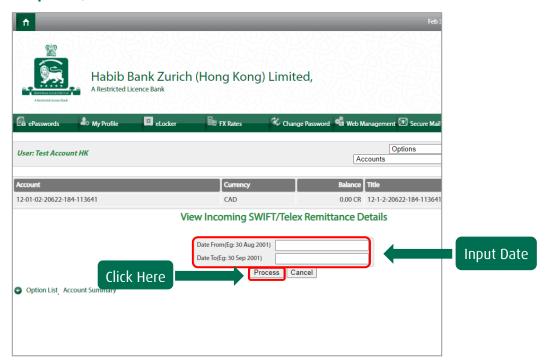
You can now view/print the displayed SWIFT message.

VIEW INCOMING SWIFT/REMITTANCE DETAILS

Step 1 Click "View Incoming SWIFT/Remittance Details".

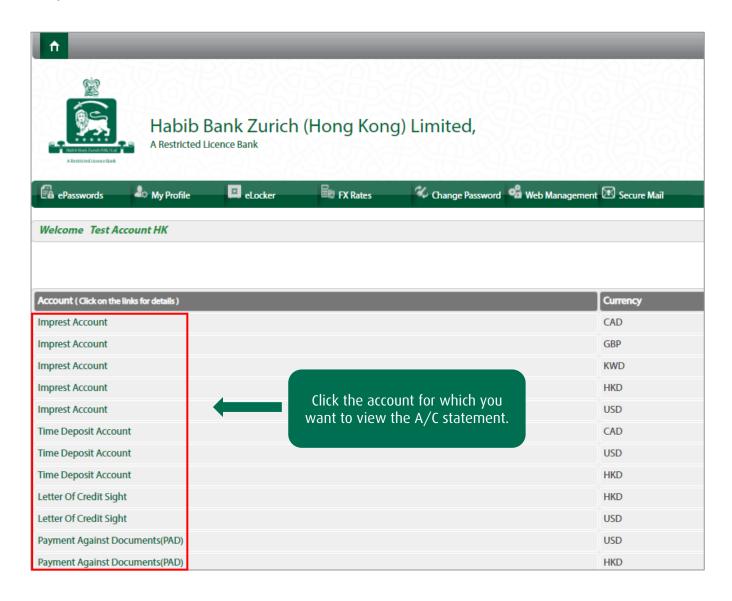


Step 2 Input the "Date" and Click on "Process"

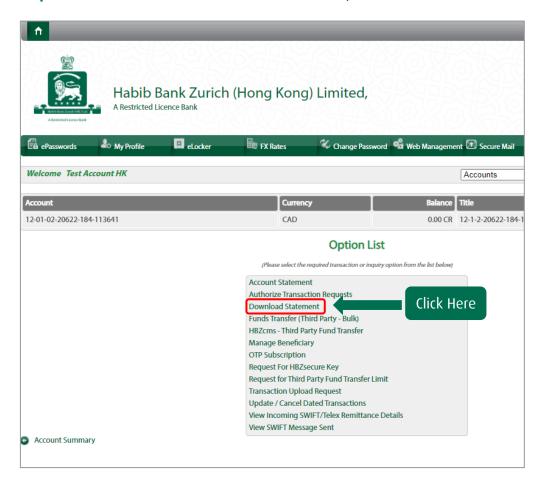


You can now view/print the displayed SWIFT message.

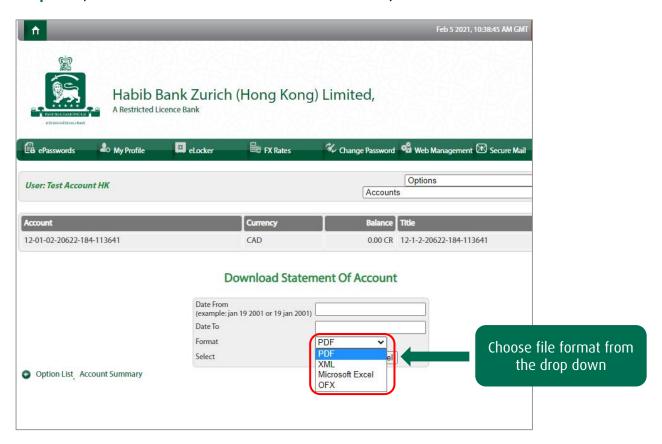
Step 1 Click on account in which you want to view the "Account Statement".



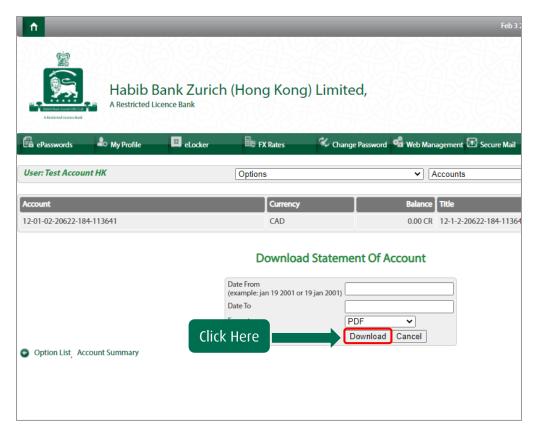
Step 2 Click on "Download Statement" to view and print the statements.



Step 3 Input the "date" and choose the "format" in which you want to download.



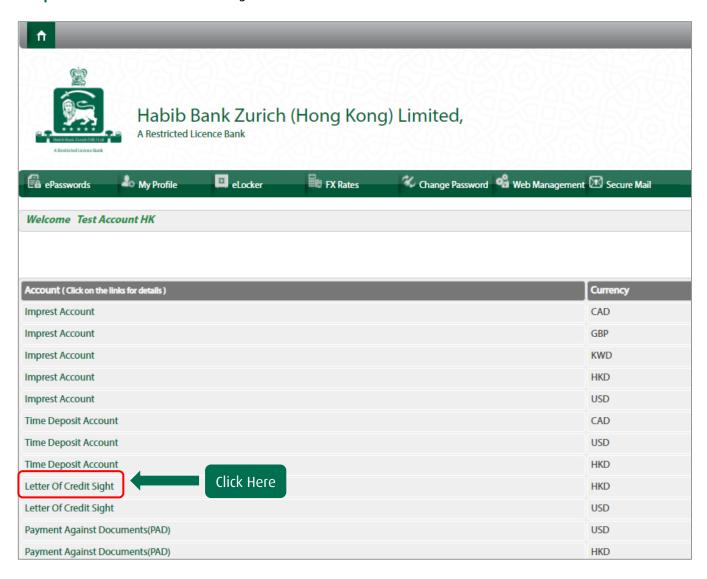
Step 4 Click on "Download".



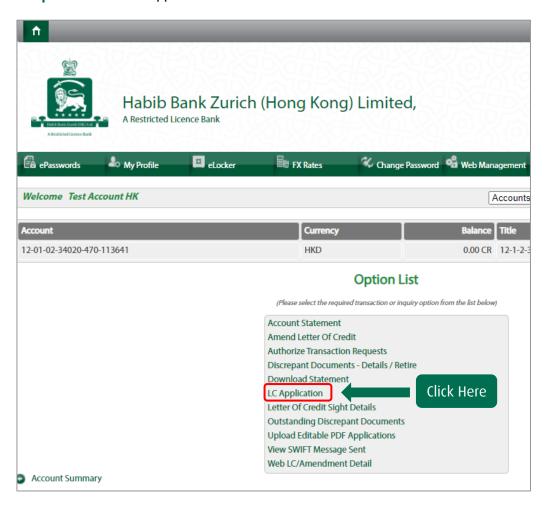
You will be able to save the downloaded statement.

LETTER OF CREDIT - NEW APPLICATION

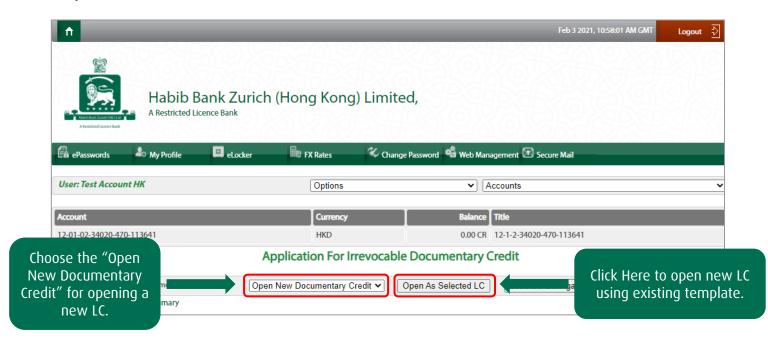
Step 1 Click on "Letter of Credit Sight".



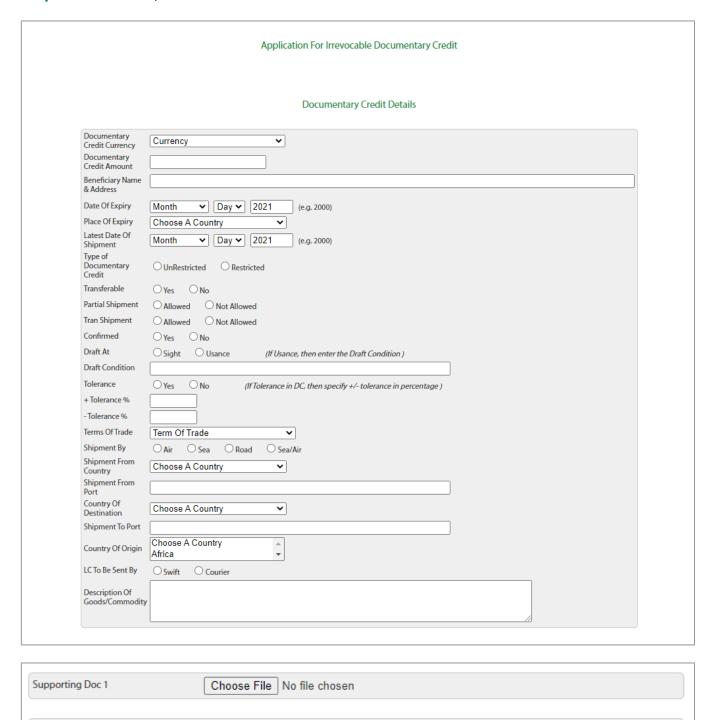
Step 2 Click on "LC Application".



Step 3 Choose "Open New Documentary Credit" and click "Open As Selected LC".



Step 4 Fill in the required details and Click "Proceed".



After filling the LC application form, please upload the application form along with your supporting documents and confirmation message will be displayed.

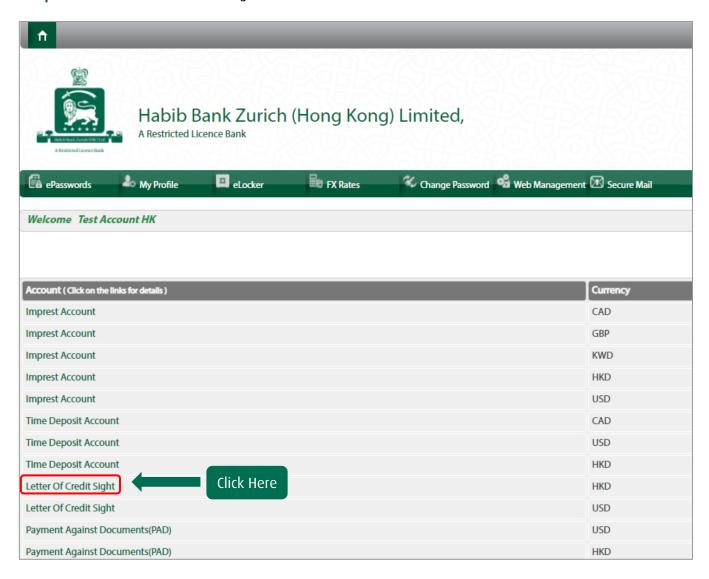
No file chosen

Choose File

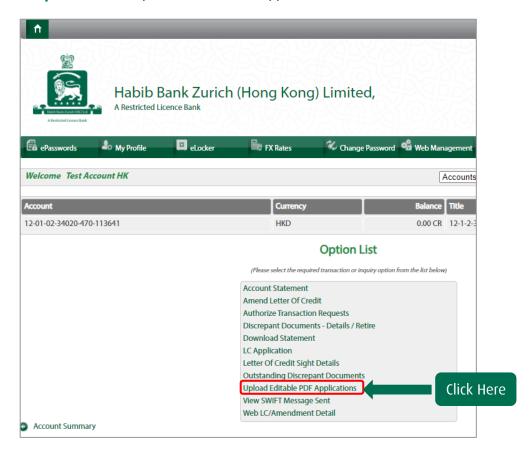
Supporting Doc 2

UPLOAD LETTER OF CREDIT APPLICATION

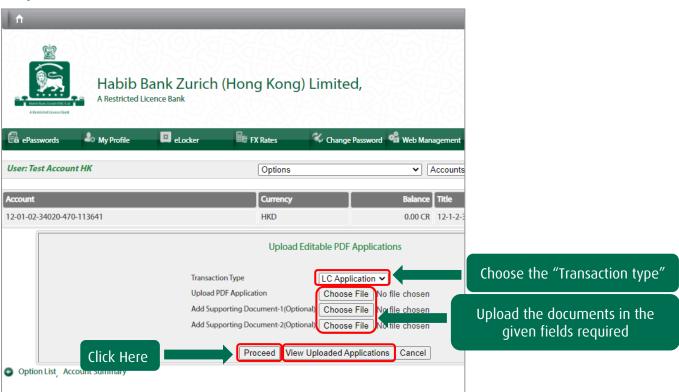
Step 1 Click on "Letter of Credit Sight".



Step 2 Click on "Upload Editable PDF Applications".

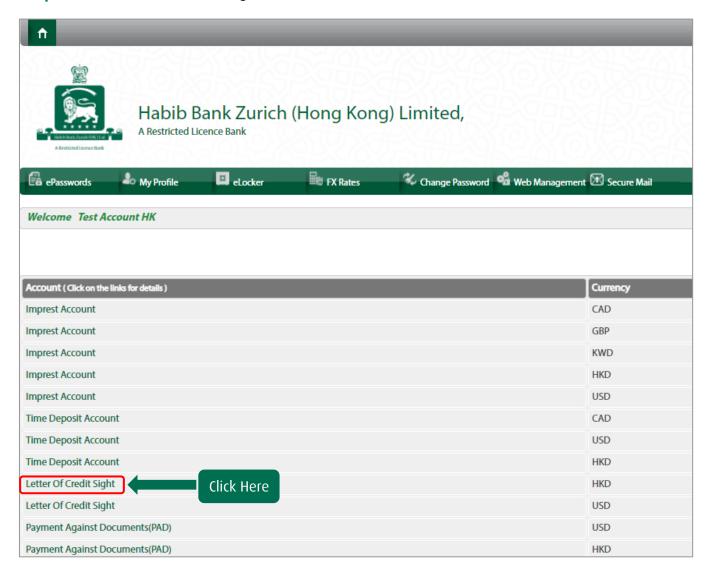


Step 3 Click on "Upload Editable PDF Applications".

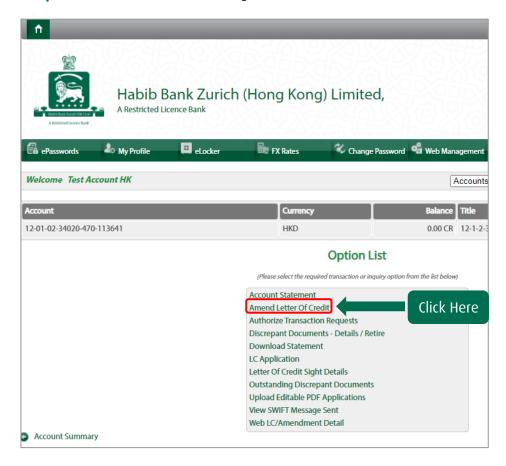


The confirmation of successful upload will be displayed.

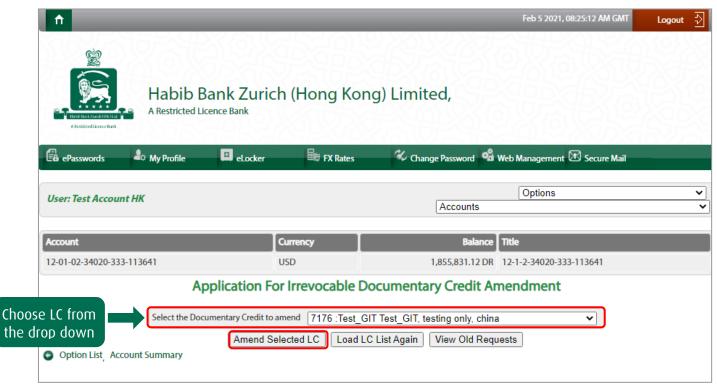
Step 1 Click on "Letter of Credit Sight".



Step 2 Click on "Letter of Credit Sight Details".

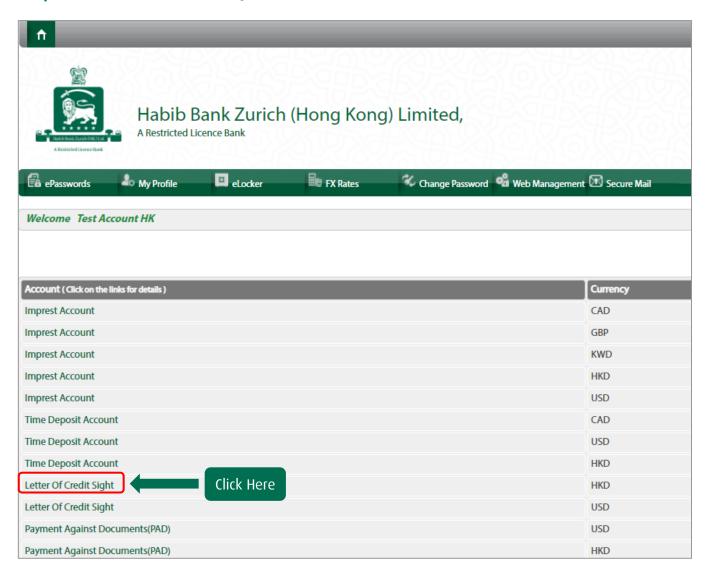


Step 3 Choose "LC Application" you want to amend and click "Amend Selected LC"

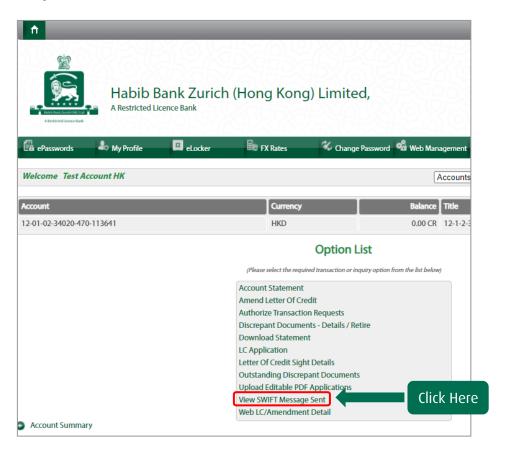


The Confirmation of receipt of amendment request will be displayed.

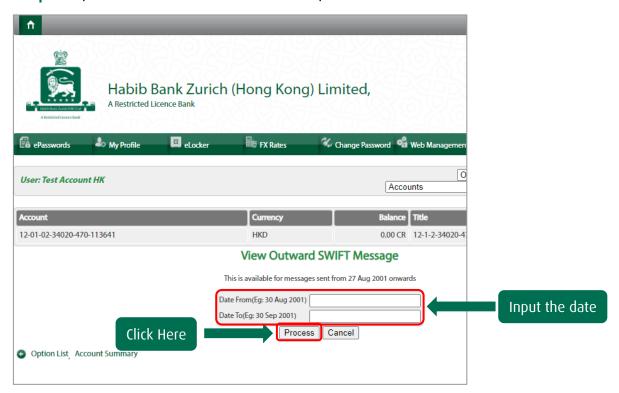
Step 1 Click on "Letter of Credit Sight".



Step 2 Click on "View SWIFT Message Sent".



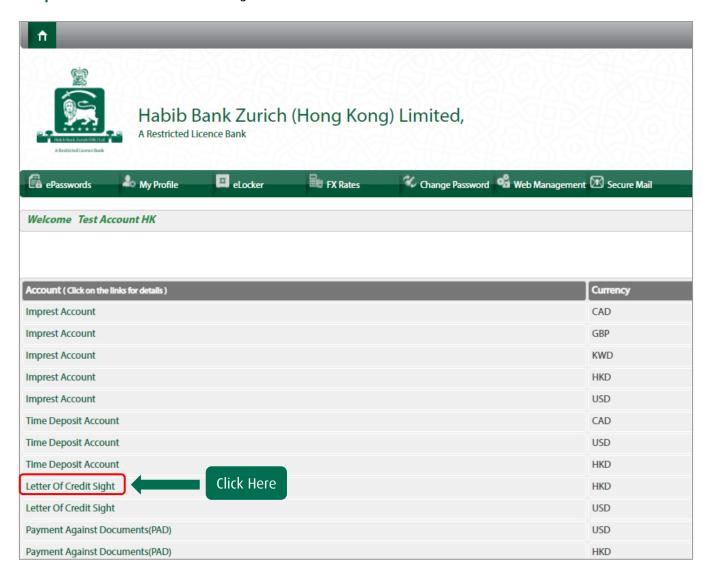
Step 3 Input the date and Click on "Process" to proceed.



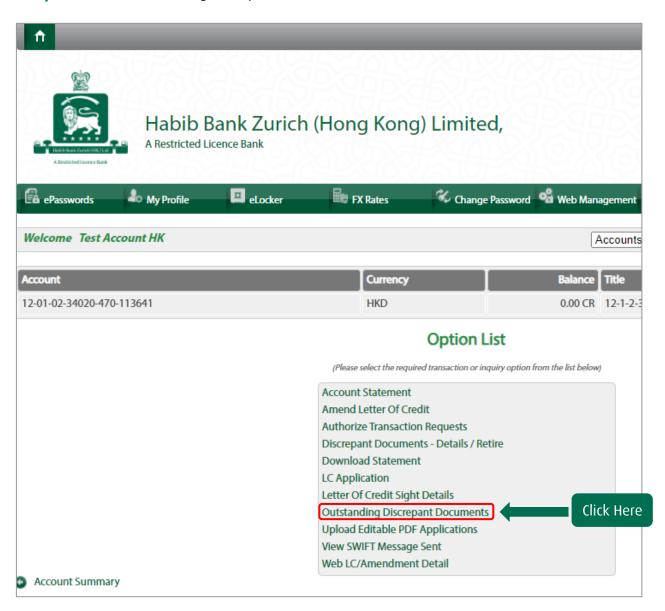
You can now view/print the displayed SWIFT message.

IMPORT - VIEW DISCREPANT DOCUMENTS

Step 1 Click on "Letter of Credit Sight".



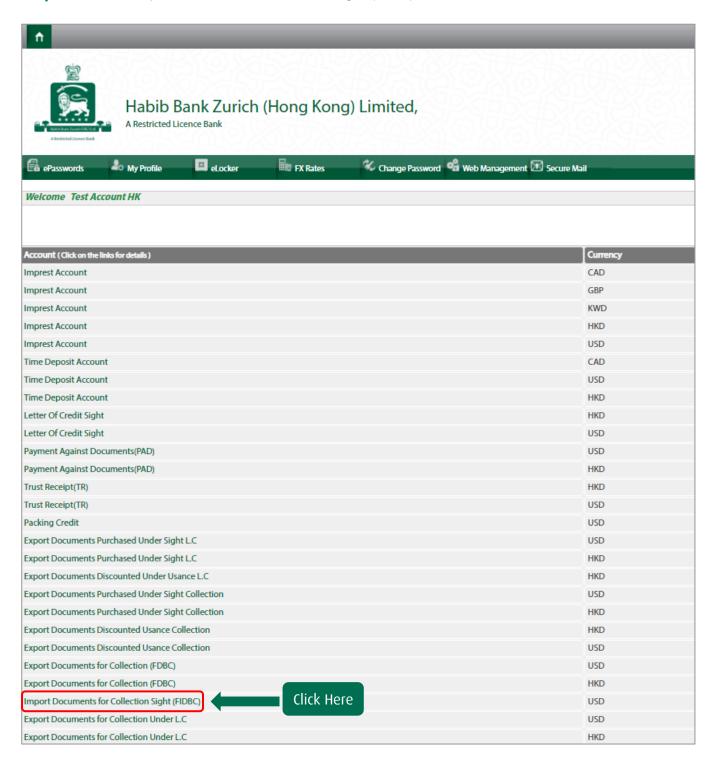
Step 2 Click on "Outstanding Discrepant Documents".



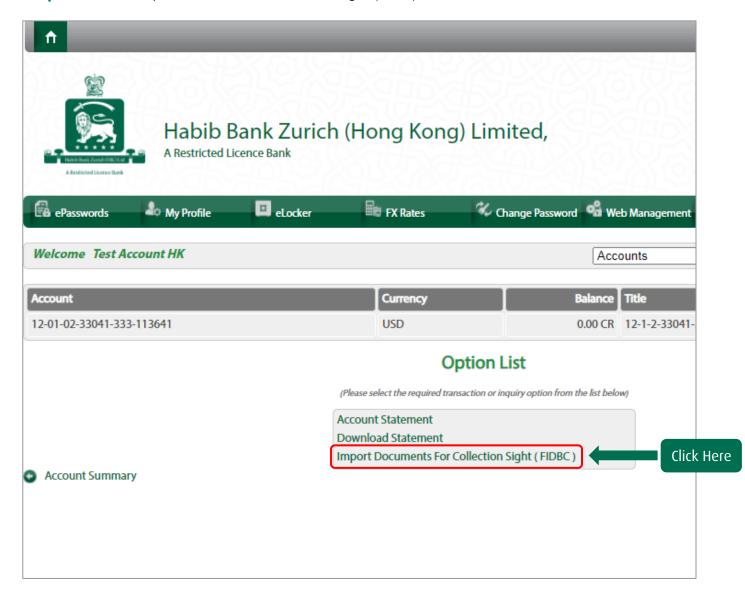
Your outstanding Discrepant Documents will be displayed.

IMPORT DOCUMENT UNDER COLLECTION

Step 1 Click on "Import Documents for Collection Sight (FIDBC)".



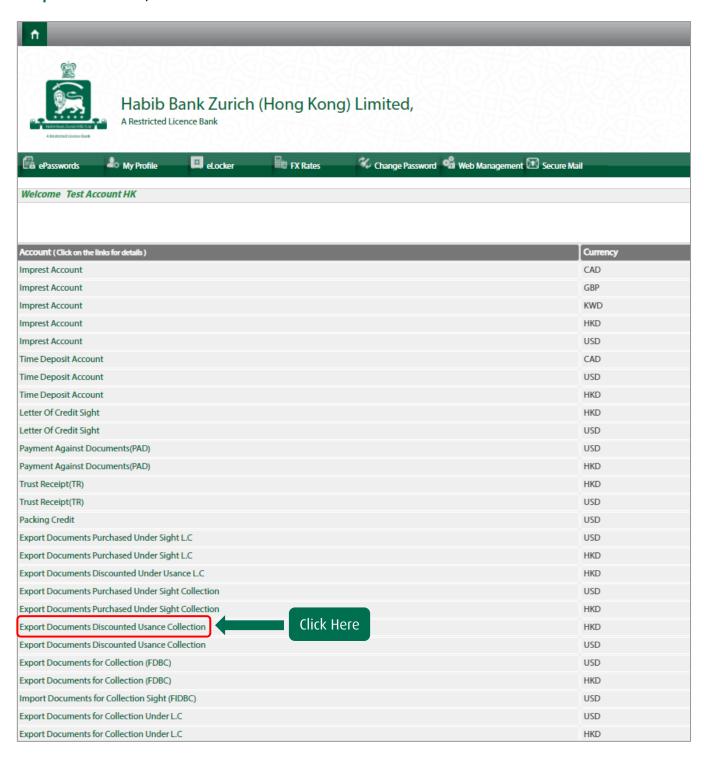
Step 2 Click on "Import Documents for Collection Sight (FIDBC)".



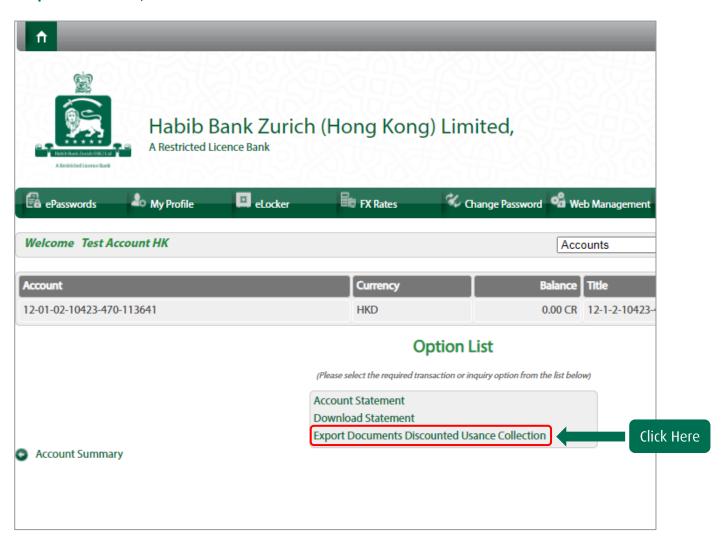
Outstanding import documents outstanding will be displayed.

EXPORT DOCUMENT UNDER LETTER OF CREDIT OR COLLECTION

Step 1 Click on "Export Documents Discounted Usance Collection".

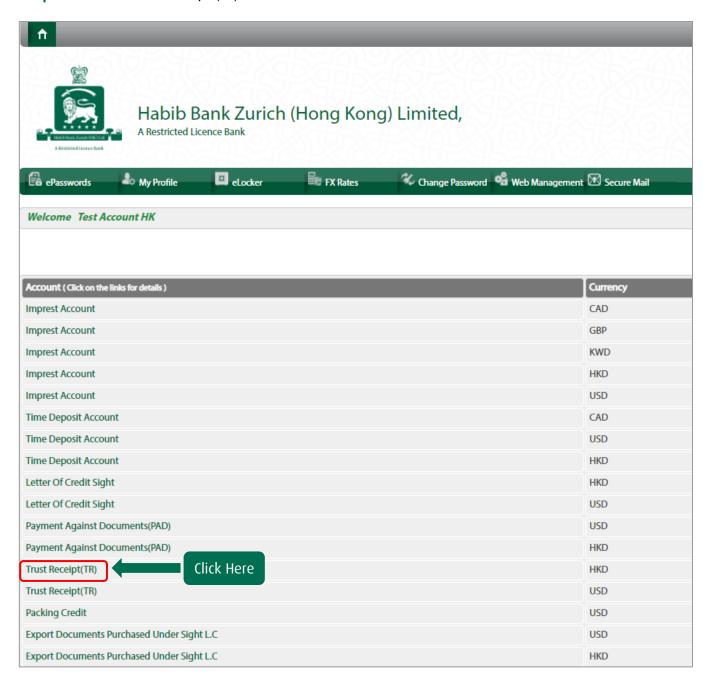


Step 2 Click on "Export Documents Discounted Usance Collection".

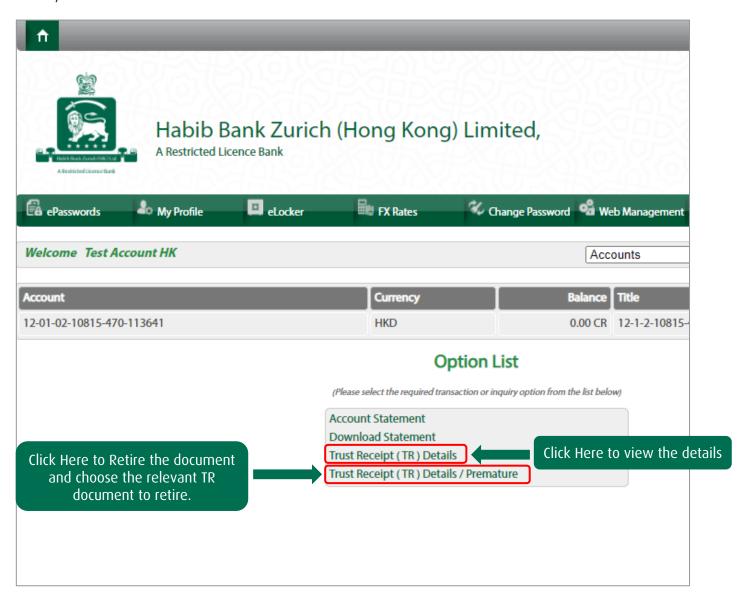


Outstanding export documents outstanding will be displayed.

Step 1 Click on "Trust Receipt (TR)".

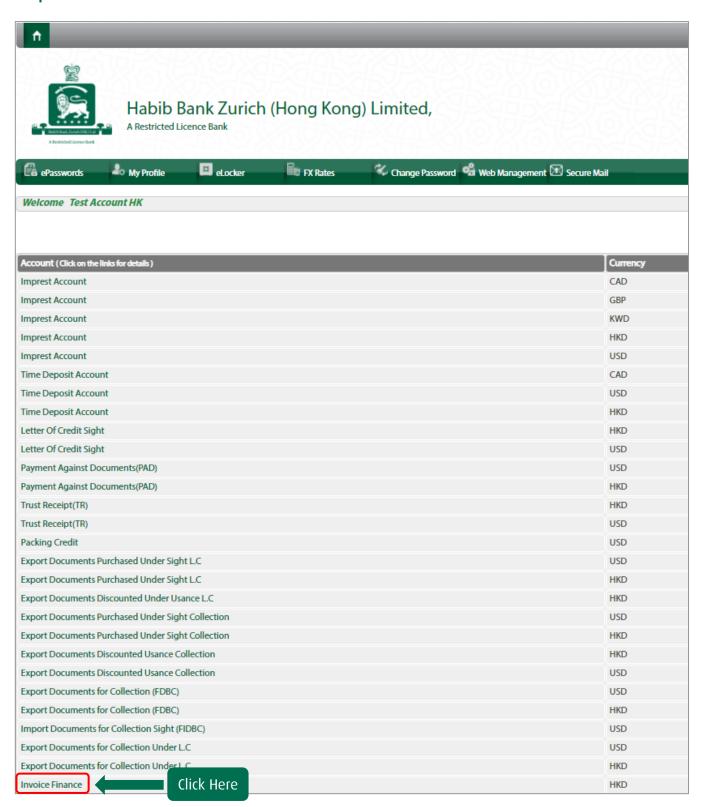


Step 2 Click on "Trust Receipt (TR) Details" to view details and click "Trust Receipt (TR) details/Premature" to settle the document.

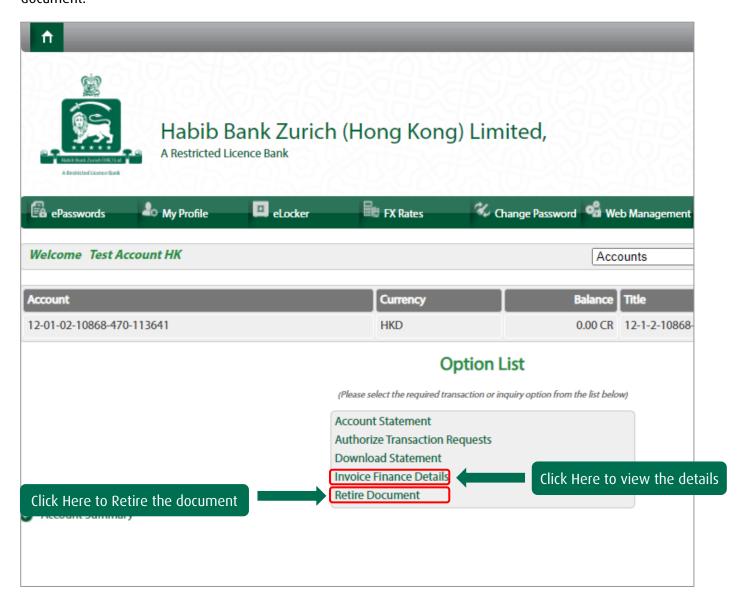


Confirmation of receipt of retirement request will be displayed.

Step 1 Click on "Invoice Finance".

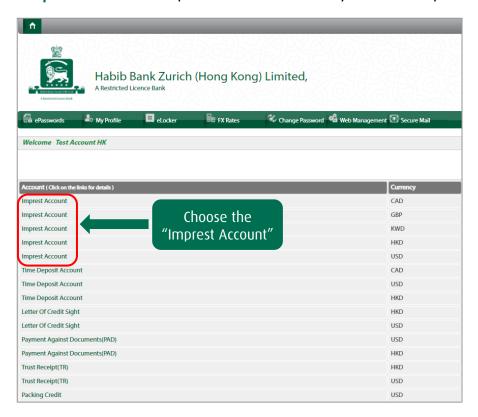


Step 2 Click on "Invoice Finance Details" to view details and click "Retire Document" to settle the document.

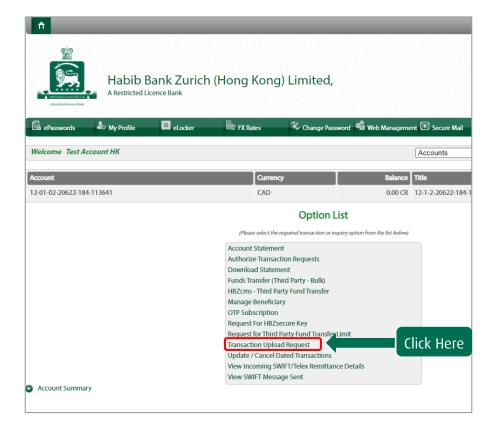


Confirmation of receipt of retirement request will be displayed.

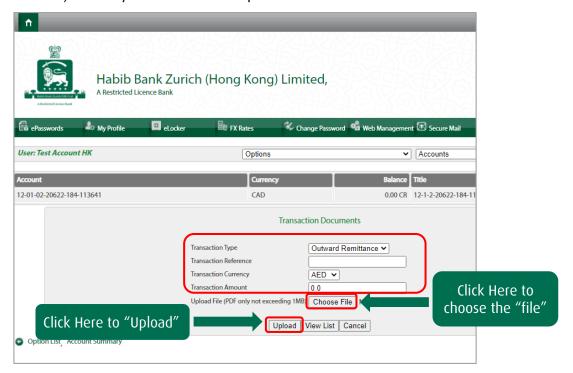
Step 1 Choose the "Imprest account" in which you want to upload the document.



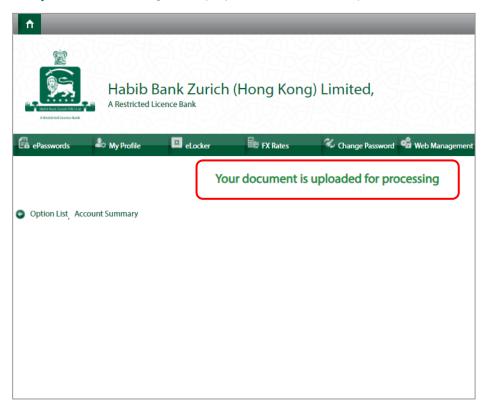
Step 2 Click on "Transaction Upload Request".



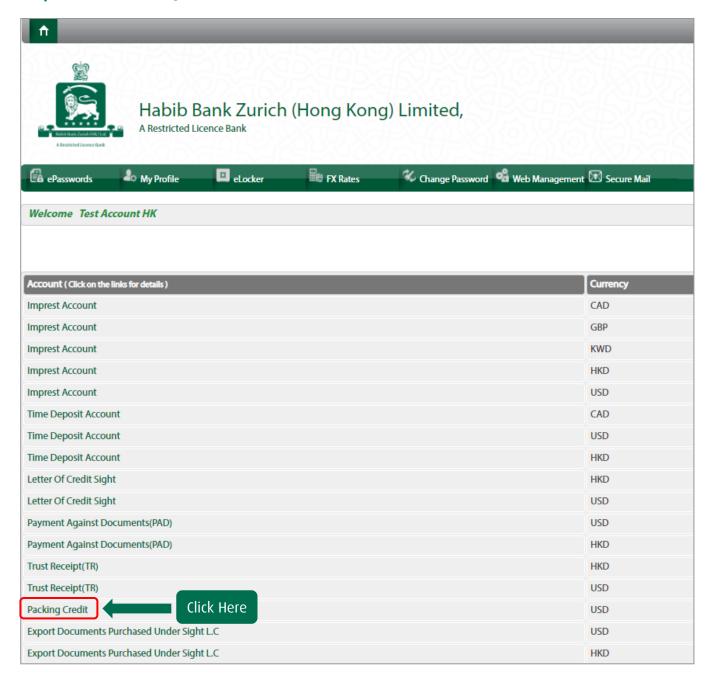
Step 3 Fill the required fields and choose your "Transaction Type" (Outward Remittance/ Invoice Finance) Choose your file and click "Upload"



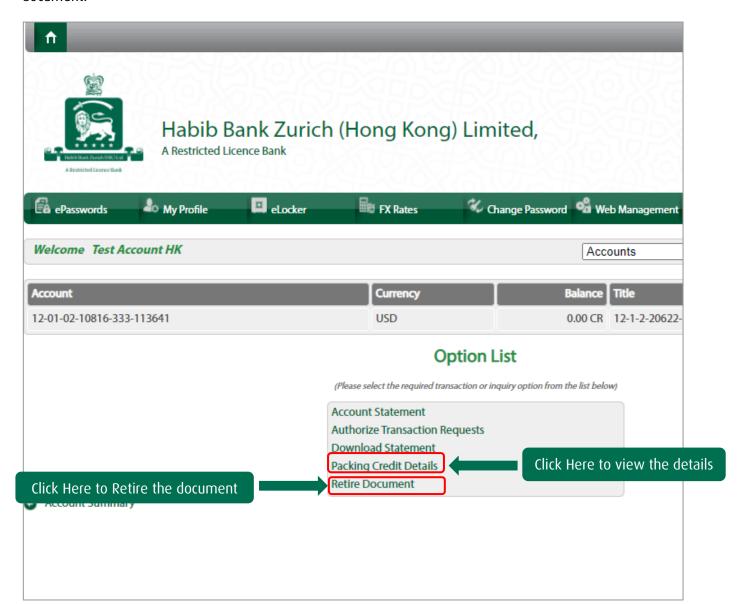
Step 4 Below message is displayed after document upload.



Step 1 Click on "Packing Credit".



Step 2 Click on "Packing Credit Details" to view details and click "Retire Document" to settle the document.



Confirmation of receipt of retirement request will be displayed.



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