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HSBC India retail customers to experience a more secure and convenient digital banking and payments interface

Mumbai, India – HSBC India (the Bank) announced the launch of a comprehensive range of digital payment products, aimed at ensuring a more secure and convenient digital banking experience.

HSBC is now part of e-NACH (Electronic National Automated Clearing House), which will allow its customers to easily automate recurring payments with standing instructions for specific amounts, date and time of payment, without having to submit paper mandates. It provides a secure and assured mandate acceptance along with 24X7 service capability for mandate registration directly from the website of corporates / merchants.

The Bank has also introduced real time bill payments powered by Bharat Bill Payments system (BBPS) on its Net banking and Mobile application. This allows customers to add and pay their bills real time and set up schedule of payments or recurring bill payments. Both e-NACH and BBPS are powered by National Payments Corporation of India (NPCI)

Additionally, HSBC customers can now use their internet banking to pay directly using their HSBC bank account at over 200K Merchant websites in addition to debit and credit cards.

All these payment features come on top of an upgraded Digital Secure Access platform, for an enhanced and secure digital banking experience for customers. These services allow the Bank's customers to register online in a simplified manner and save their device / browser for enhanced security, amongst others.

Commenting on these recent digital enhancements, Ramakrishnan S, Head-Wealth & Personal Banking at HSBC India said, "Our endeavour has always been to stay abreast of changing customer preferences and provide innovative products and services to meet their evolving banking requirements. With banking becoming increasingly digital, we believe that we have an important role to play in enabling digitisation across all our product and service offerings. We are confident that our customers will find these enhancements useful and make their banking experience more secure and convenient."

Media enquiries to:

Kunal Pradhan

+91 22 2261287

kunal.pradhan@hsbc.co.in**HSBC Bank India**

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The Hongkong and Shanghai Banking Corporation Limited

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