

# Alternate Channel Application Form

## Important Note

\*Unless defined otherwise in the form, the accountholder to be referred to as 'the Entity'

**This form is to be used by existing accountholders to:**

1. Add new delegates for PhoneBanking and Mobile Alerts.
2. Order new Debit Cards for either new or existing delegates.
3. Activate new services for existing delegates e.g. if an existing delegate already has Debit Card, this form can be used to activate the PhoneBanking services for the delegate.
4. Modify user entitlements for existing delegates on Business Internet Banking, e.g. Limit enhancement or new account additions.

## How to Fill the Form

1. Fill the form in **CAPITAL** letters.
2. Sign in **BLACK** ink only.
3. Authenticate any overwriting/cancellations.
4. Submit original documents for verification against each photocopy submitted.
5. Please refer to [www.hsbc.co.in](http://www.hsbc.co.in) for HSBC's approved list of Proof of Identity (PI) and Proof of Address (PA) for individuals.

**This form is for existing Customers of The Hongkong and Shanghai Banking Corporation Limited (the 'Bank').  
If you are not an existing customer you are requested to fill up the Account Opening Form.**

**In addition to the facilities already being availed by the entity, the entity would like to avail of certain additional facilities being provided by the bank for its current account. Accordingly, the entity instructs/confirms and agrees as below:.**

### Section 1: Authorised Users Information for PhoneBanking/Debit Card/Mobile Alerts

Name of the Entity: \_\_\_\_\_

Customer Number:

**Account Number(s) to be added:**

1. Account Number:

2. Account Number:

**Select the services for which Account Number(s) are to be added (Delegate Level Controls):**

- Business Debit Card     Business PhoneBanking     Mobile Alert Facility

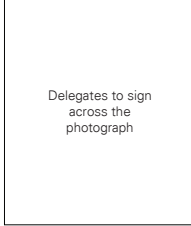
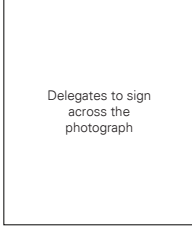
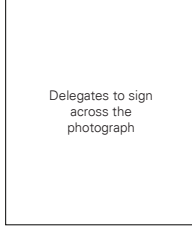
|     |  | Delegate 1  | Delegate 2  | Delegate 3  |
|-----|--|---|---|---|
|     | <b>Personal Information</b>  |   |   |   |
| 1.  | Existing EBN (if any)  |   |   |   |
| 2.  | For changes in Debit Card, please mention the Last 4 digits of your existing Debit Card number |   |   |   |
| 3.  | <b>First Name</b>  |   |   |   |
|     | <b>Middle Name</b>   |   |   |   |
|     | <b>Last Name</b>   |   |   |   |
|     | <b>Former or Other Name*</b>   |   |   |   |
| 4.  | <b>Designation</b>   |   |   |   |
| 5.  | <b>E-mail ID</b>   |   |   |   |
| 6.  | <b>Mobile No.</b><br><small>(Mobile no. will be used for sending mobile alerts)</small>        |   |   |   |
| 7.  | <b>Telephone</b>   |   |   |   |
|     | Landline 1   |   |   |   |
|     | Landline 2   |   |   |   |
|     | Fax  |   |   |   |
| 8.  | <b>PAN No.</b>   |   |   |   |
| 9.  | <b>Residential Address</b><br><small>(Pin code mandatory)</small>                              | _____   | _____   | _____   |
|     |  | _____   | _____   | _____   |
|     |  | Pin: <input style="width: 40px; border: 1px solid black;" type="text"/> | Pin: <input style="width: 40px; border: 1px solid black;" type="text"/> | Pin: <input style="width: 40px; border: 1px solid black;" type="text"/> |
| 10. | <b>Permanent Address</b><br><small>(If different from residential address)</small>             | _____   | _____   | _____   |
|     |  | _____   | _____   | _____   |
|     |  | Pin: <input style="width: 40px; border: 1px solid black;" type="text"/> | Pin: <input style="width: 40px; border: 1px solid black;" type="text"/> | Pin: <input style="width: 40px; border: 1px solid black;" type="text"/> |

|       |  |   |   |   |
|-------|--|---|---|---|
| 11.   | <b>Correspondence Address</b><br>(Pin code mandatory) (deliverables for delegates will be despatched on this address)                                    | _____   | _____   | _____   |
|       |  | _____   | _____   | _____   |
|       |  | _____   | _____   | _____   |
|       |  | _____   | _____   | _____   |
|       |  | Pin: <input type="text"/>   | Pin: <input type="text"/>   | Pin: <input type="text"/>   |
| 12.   | <b>Nationality</b>   |   |   |   |
| 12 a. | Personal Identification (PI) Document Type   |   |   |   |
| 12 b. | Personal Identification (PI) Document Number   |   |   |   |
| 13.   | <b>Date of Birth</b>   | <input type="text"/>  | <input type="text"/>  | <input type="text"/>  |
| 14.   | <b>Services to be availed by the Delegate</b> (tick wherever applicable - Please refer Annexure I for details)   |   |   |   |
| 14 a. | Business Debit Card<br>(Please tick the access required – Any one)<br>SELECT DEBIT CARD ACCESS, IF LEFT BLANK,<br>THEN DOMESTIC ACCESS WILL BE PROVIDED. | <input type="checkbox"/> International Access<br><input type="checkbox"/> Domestic Access | <input type="checkbox"/> International Access<br><input type="checkbox"/> Domestic Access | <input type="checkbox"/> International Access<br><input type="checkbox"/> Domestic Access |
| 14 b. | Business PhoneBanking (BPB)  | <input type="checkbox"/> Enquiry<br><input type="checkbox"/> Enquiry and Transaction      | <input type="checkbox"/> Enquiry<br><input type="checkbox"/> Enquiry and Transaction      | <input type="checkbox"/> Enquiry<br><input type="checkbox"/> Enquiry and Transaction      |
| 14 c. | Mobile Alerts for Business   |   |   |   |

### Mobile Alerts

**Current Account** (Fill amount in space provided)

- Credit > Amount \_\_\_\_\_  
(eg. If you fill in ₹5,000 you shall receive an alert every time your account is credited with an amount of ₹5,000 or more)
- Debit > Amount \_\_\_\_\_  
(eg. If you fill in ₹5,000 you shall receive an alert every time an amount of ₹5,000 or more is debited from your account)
- Balance > Amount \_\_\_\_\_  
(eg. If you fill in ₹75,000 you shall receive an alert every time your account balance goes above ₹75,000)
- Balance < Amount \_\_\_\_\_  
(eg. If you fill in ₹75,000 you shall receive an alert every time your account balance falls below ₹75,000)

|       |   |   |  |   |
|-------|---|---|--|---|
| 15.   | <b>Daily PhoneBanking Transaction Limits</b> [Enter transaction limit as required, if left blank default limit will be provided] (refer Annexure 1) |   |  |   |
| 15 a. | Inter Account Transfers<br><b>(Maximum Limit - ₹1 crore per day)</b>  |   |  |   |
| 15 b. | Payment to Pre-designated Beneficiary**<br><b>(Maximum Limit - ₹2.5 lakh per day)</b>   |   |  |   |
| 15 c. | Payment to Third Party®<br><b>(Maximum Limit - ₹50,000 per day)</b>   |   |  |   |
| 16.   | <b>Register Third Party Pre-designated Beneficiary - 1</b><br><b>(Within HSBC for PhoneBanking only)</b>  |   | <b>Register Third Party Pre-designated Beneficiary - 2</b><br><b>(Within HSBC for PhoneBanking only)</b> |   |
|       | Beneficiary Name: _____   |   | Beneficiary Name: _____  |   |
|       | Beneficiary Current Account Number: _____   |   | Beneficiary Current Account Number: _____  |   |
| 17.   | Signature of Delegates (#)  |   |  |   |
| 18.   | Photograph of Delegates<br>(To be signed across the photograph)   |  |                      |  |

\*Please submit supporting documents whenever 'former' or 'other name' is provided.

\*\*To avail this facility, please register beneficiary by filling in point number 15 of the table above.

®Third party Payment limit: ₹50,000 (including Cashier's Order and Demand Drafts).

**Declaration/Consent**

I/We agree and confirm that the Account Opening Form/Business Alternate Channel Application Form accepted by us earlier in relation to the aforesaid current account shall be read along with this Channel Application Form and save and except any contrary terms provided herein, all other terms, conditions, declarations, consents and provisions of the Business Alternate Channel Application Form accepted by for the aforesaid current account, shall remain unchanged and binding on us.

I/We hereby agree to the contents of this form and confirm all details provided therein are true.

**#Signature (with rubber stamp) of Chairman/All Trustees/All partners/Karta/Sole Proprietor/  
All Joint Holders/Authorised Signatory/(ies) as per the Board Resolution/Mandate**



Place: \_\_\_\_\_ Date: \_\_\_\_\_

\*Please provide a self attested copy of the PAN as signature proof. PAN copy is not required in case the person is already an authorised signatory in any of the aforesaid account(s).

## Annexure I

(As referred to in the 'Services to be availed by the Delegate' section of this form)

### Maximum Daily Corporate Limit for Business PhoneBanking (BPB)

- The default Maximum Daily Corporate Limits applicable on BPB are as below. These limit represent the maximum cumulative daily limit on transactions/ instructions that can be performed by authorised users of the account

| Corporate Limits                                | Maximum Daily Corporate Limits (₹) |
|---|------------------------------------|
| Inter Account Transfer (including Term Deposit) | 10,000,000.00                      |
| Designated Payment                              | 250,000.00                         |
| Bill Payment                                    | 250,000.00                         |
| Third Party Payment                             | 50,000.00                          |
| AutoPay   | NA                                 |

Please note that Delegate Limits cannot be higher than the Corporate Limit.

### Business Debit Card Limit

- The default Maximum Daily Business Debit Card Limits are as below. These limits represent the maximum cumulative daily limit on transactions that can be performed by authorised users of the **Company/Society/Association/Trust**

| Maximum Daily Business Debit Card Limit (₹) | Business Account | Business Vantage Account | Business Select Account |
|---|------------------|--------------------------|-------------------------|
| Cash Withdrawal Limit                       | 75,000.00        | 100,000.00               | 200,000.00              |
| Merchant Transaction Limit                  | 40,000.00        | 50,000.00                | 75,000.00               |
| Fund Transfer Limit (within HSBC)           | 75,000.00        | 100,000.00               | 150,000.00              |
| Bill Payment Limit                          | 250,000.00       | 250,000.00               | 250,000.00              |

#### Default Limits for Mobile Alerts for Business

- Current account gets credited with amount above ₹5,000.00
- Current account gets debit balance for amount above ₹5,000.00
- Current account balance goes below ₹100,000.00
- Current account balance goes above ₹500,000.00

**Note:** Mini statement on every Monday for last 5 entries in the account.  
In case you wish to change the above limits, please call the call centre after the account is activated.

Annexure II

Mandate/Resolution (for Limited Company/Trusts/Society/Association) to be passed at the meeting of the Board of the Directors/Trustees/Members, respectively, and to be separately provided on the letter head of the Entity

- Note: 1. Please delete whichever is not appropriate. 2. Please complete in Block Letters and tick where applicable. 3. All alterations to this must be initialed by the Chairman/Secretary/any Director. 4. If the Resolution/Mandate runs into multiple pages, each such page should be signed/stamped.

CERTIFIED TRUE COPY OF THE RESOLUTION/MANDATE DULY PASSED AT THE MEETING OF THE BOARD OF DIRECTORS/TRUSTEES/MEMBERS HELD ON \_\_\_\_\_ DAY OF \_\_\_\_\_ 20\_\_\_\_ AT THE \_\_\_\_\_

That Board/Trustee/Committee of the Company/Trust/Society/Association has opened account(s) with The Hongkong and Shanghai Banking Corporation Limited ('Bank') and avail the general banking facilities offered by the Bank and after discussions it was RESOLVED THAT:

- a) the Customer wishes to avail of the following additional banking facilities/services with the Bank inter alia against the terms and conditions and account rules (as amended by the Bank from time to time), which were placed before the Board.
b) the Authorised Signatories be and are hereby authorised as below to sign the required forms, indemnity, declarations, agreement and any other, form/document, etc. that is needed to enable the Customer to avail, subscribe and withdraw of the following banking facilities/services offered by the Bank.

- Jointly [ ]
Singly (For a specific Person Authorised) [ ]
Severally (Any one of the authorised signatories) [ ]
Others, if any (Please Specify) [ ]

That the Bank be and is hereby requested to provide Business PhoneBanking (BPB) Service to the person(s) (called 'Delegates', whose details have been provided in the Application Form) Business PhoneBanking (BPB) facility to enable them to operate and access the said Account on telephone and internet. Resolved further that the Bank be requested to handover related PhoneBanking, Internet Banking number(s) and related PIN(s) to the Delegate(s) (created/ stipulated in the Account Opening Form or through the current Alternate Channel Application Form) for enquiry and/or transactions only on the said Accounts

That the Bank is hereby authorised and requested to issue Business Debit Card and related PIN to authorised person(s) (called 'Delegates', whose details have been provided in the Application Form along with access details) who have been authorised to operate the Customer's account, and who are responsible to keep the aforesaid Business Debit Card in his/her custody. We authorise the Bank to transfer funds from my/our account through the ATM, subject to the Bank's policies, to third party beneficiaries as specified during operation of the ATM. We confirm having read and understood the terms and conditions of usage of the Debit Card (a copy of which is available on www.hsbc.co.in) and agree to be bound by the same. We undertake to intimate the Bank and surrender the Business Debit Card before any of the Authorised Signatories proceed overseas on permanent employment and/or emigrating and/or upon changing of his/her nationality.

That the Bank be and is hereby authorised and requested to provide 'Mobile Alert' facility (term as defined in the 'Mobile Alert' terms and conditions) and SMS 'Alerts' (term as defined in 'Mobile Alert' terms and conditions) on the mobile phone number(s) provided in the Application Form as per the terms and conditions related to the mobile alert services. The Bank may, at its absolute discretion, discontinue the aforesaid service completely or partially without any notice to us. The Bank may debit our Account for service charges as per the prevailing tariff from time to time. We accept and agree to be bound by the abovementioned terms and conditions (a copy of which is available on www.hsbc.co.in) and to any changes made therein from time to time in the future. We undertake to intimate the Bank immediately in the event of any change in the mobile phone number provided in the table below. We also understand that the SMS Alerts under this service may contain certain personal and/or Account information. We also understand and acknowledge that while the Bank will make all reasonable efforts to ensure that the my/our personal/Account information is kept confidential, the SMS alerts cannot be guaranteed to be completely secure and the Bank shall have no liability in this regard.

All the terms set out and all particulars completed in the Account opening form together with the terms and conditions, all in the form tabled at the meeting, be and are hereby approved and accepted in all respects. Unless otherwise defined, expressions used in this certificate have the same meaning as the corresponding expressions in the terms and conditions.

\*Signature (with rubber stamp) of Chairman/Managing Director/Company Secretary/Director (not authorising himself/herself)/Trustees/All Joint Holders

[Empty box for signature and rubber stamp]

Place: \_\_\_\_\_ Date: \_\_\_\_\_

\*Please provide a self attested copy of the PAN as signature proof. PAN copy is not required in case the person is already an authorised signatory in any of the aforesaid account(s).