

# Online Bill Payment

## Pay now

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## Introduction

This reference guide provides you with details to make a new bill on Online banking and HSBC Vietnam mobile banking application (HSBC Vietnam app).

Select a platform of the digital banking you want to make a bill payment:

**Online Banking**

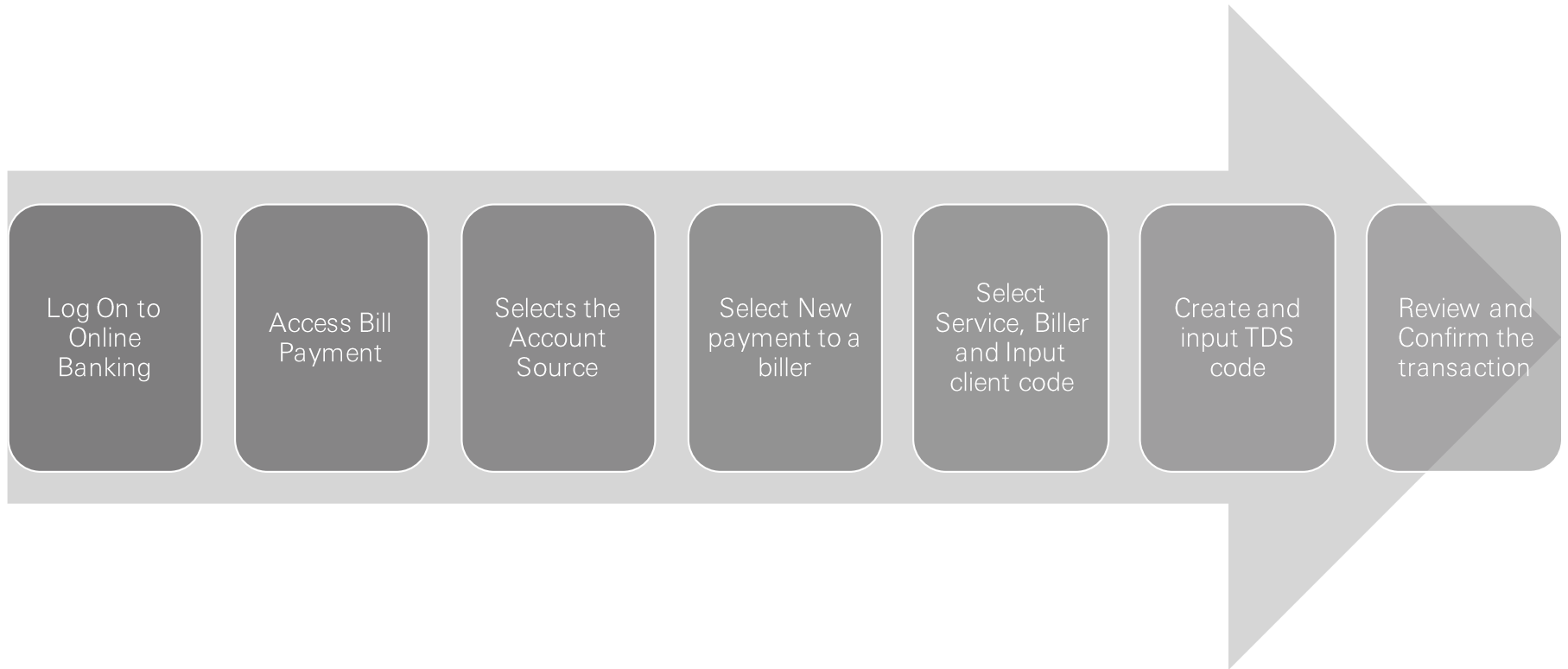
**HSBC Vietnam app**

**Next**



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## Bill Payments Journey Flow through Online Banking



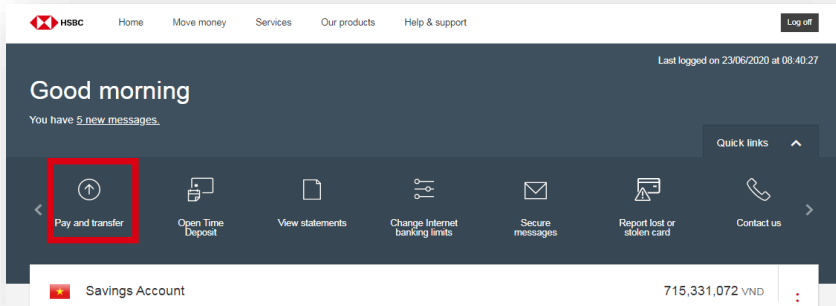
*\*Flow above is Golden Path flow for Bill Payments.*

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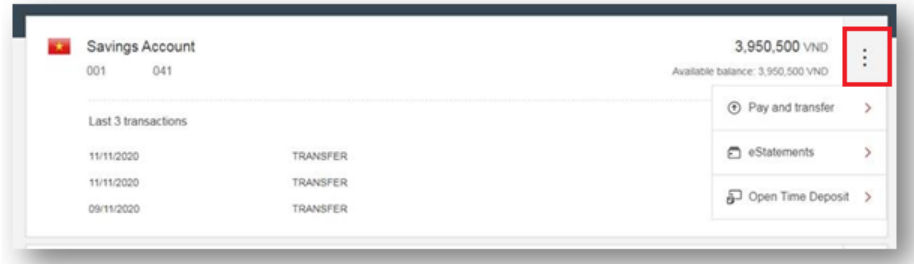
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# Accessing Pay Now Journey – 4 Entry points

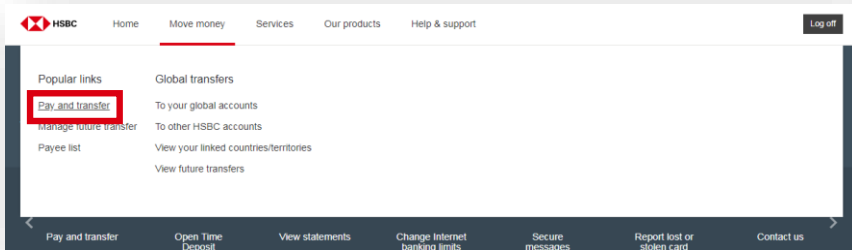
**Option 1:** Click on **Pay and transfer** in the **Quick Links** section



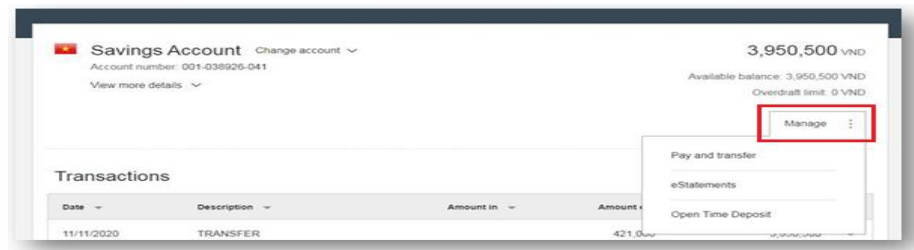
**Option 2:** On the Accounts/Cards Summary main page → **Click** on the Ellipsis (...) from the account you want to make the bill payment → Choose **“Pay and transfer”**



**Option 3:** Click on **Move Money** menu at the top of the page and choose on **Pay and Transfer**



**Option 4:** On the detail account page (after clicking on the selected account) → **Click** on the **Manage** buttons → Choose **“Pay and transfer”**



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## Select Source Account (if you choose Option 1 or 3) & New Payment to Biller

The screenshot shows a banking interface with a dark header containing 'MOVE MONEY' and 'PAY AND TRANSFER'. A sidebar on the left has 'Pay and transfer' selected. The main content area is titled 'New payments and transfers' and includes a sub-header 'From' with a dropdown menu labeled 'Account' containing the text 'Choose an account'. Below this is a 'To' section with three options: 'Your accounts or someone you've paid before', 'New payment to a person', and 'New payment to a biller'. The 'New payment to a biller' option is highlighted with a red box. A 'Back to your accounts' button is at the bottom right.

Select the **type of account** you would like to use for bill payment, by clicking on "Account"

**Note:** You can choose between two options below to pay the bill:

-Current / Saving Accounts in VND, or

-Credit Card

❖ Please make sure that you have enough funds to make the payment and transfer limits as well.

Click on **New payment to a biller** to proceed

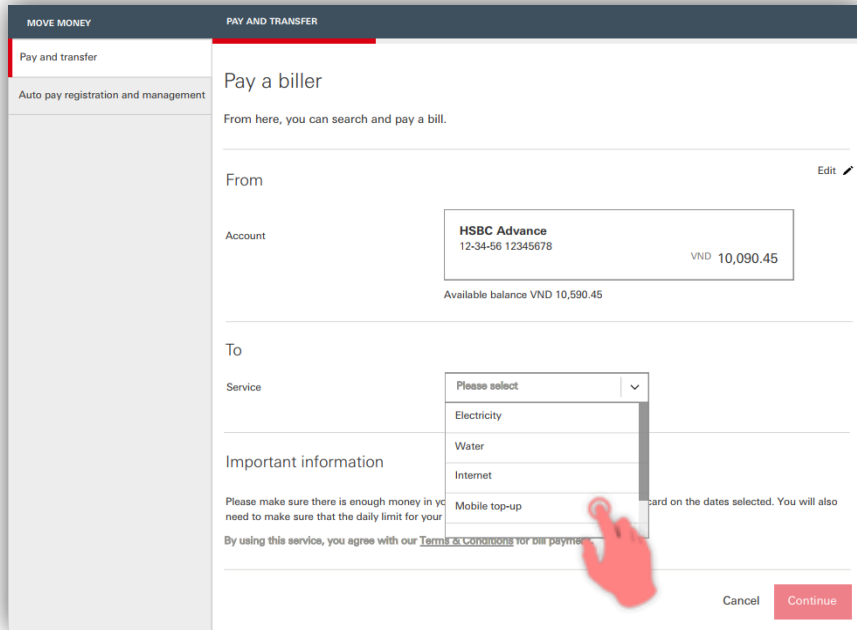
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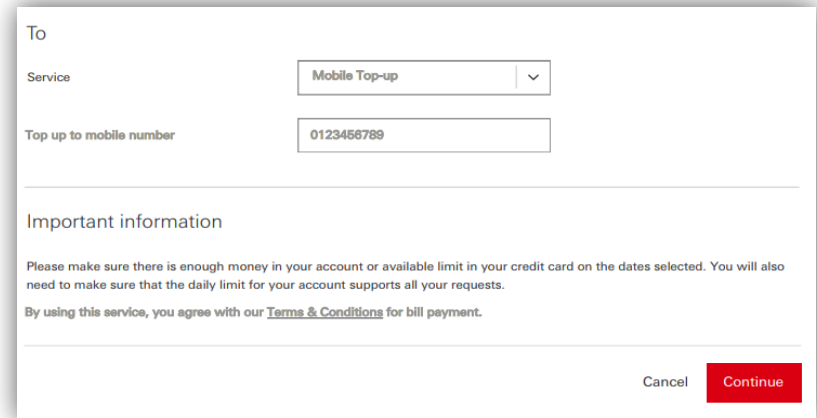
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## Select Service and Input Mobile Number

### Mobile Top up



The screenshot shows the 'Pay a biller' interface. The 'From' section displays 'HSBC Advance' with account number '12-34-56 12345678' and a balance of 'VND 10,090.45'. The 'To' section has a dropdown menu open for 'Service', with options: Electricity, Water, Internet, and Mobile top-up. A red hand icon is pointing at the 'Mobile top-up' option. Below the dropdown is an 'Important information' section with a 'Continue' button.



The screenshot shows the 'Mobile Top up' screen. The 'Service' dropdown is set to 'Mobile Top-up' and the 'Top up to mobile number' field contains '0123456789'. Below this is an 'Important information' section with a 'Continue' button.

Select the service from the dropdown menu > Mobile top-up

After inputting Mobile Number, customer can read the **Important Information** section, please refer to our **Terms and Conditions** before proceeding to pay the bill.

**Click** on **Continue** to proceed to the next screen.

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## Select Service, Biller and Pre-paid Value

### Mobile Pre-Paid

The screenshot shows a mobile banking application interface. At the top, there are two tabs: "MOVE MONEY" and "PAY AND TRANSFER", with "PAY AND TRANSFER" being the active tab. Below the tabs, there is a sidebar menu with options: "Pay and transfer" (highlighted in red), "Auto pay registration and management", and a greyed-out "Auto pay registration and management" option. The main content area is titled "Pay a biller" and includes the instruction "From here, you can search and pay a bill." Below this, there are two main sections: "From" and "To".

**From:** This section shows the account being used for payment. It displays "HSBC Advance" with the account number "12-34-56 12345678" and a balance of "VND 10,090.45". Below this, it states "Available balance VND 10,590.45". There is an "Edit" link with a pencil icon.

**To:** This section contains several input fields:

- Service:** A dropdown menu with "Mobile Pre-paid card" selected.
- Biller name:** A search field with "Mobifone" entered and a magnifying glass icon.
- Pre-paid value:** A dropdown menu with "10,000" selected.
- Number of cards:** A text input field containing "01".

Below the "To" section, there is an "Important information" section with the following text:  
Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.  
By using this service, you agree with our [Terms & Conditions](#) for bill payment.

At the bottom right of the form, there are two buttons: "Cancel" and "Continue".

Select the following steps:

Step 1 : Service - Mobile Pre-paid card

Step 2: Biller name – Select from drop down list

Step 3: Select the Pre-paid value from the drop down

Step 4: Input the Number of cards to purchase

Click on **Continue** to proceed.

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## Select Service, Biller and Input Client Code

### Other bill services

To

Service

Biller name

Important information

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms and Conditions](#) for bill payment.

Cancel

bill.

12 34 56 12345678 VND 10,090.45

Available balance VND 10,590.45

Mobile Postpaid

Client code

Important information

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms & Conditions](#) for bill payment.

Cancel

Select the following steps:

Step 1 : Service – Select the service from the dropdown menu as electricity, water, postpaid,...

Step 2: Biller name – Select from drop down list

Step 3: Input Client Code

Click on **Continue** to proceed.

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## Create and input TDS code

If you still using a Hard Token, in order to complete the payment process, you need to **create** and **input** the **Security Code** as per on-screen instructions.

Once done, you need to **click** on **Continue** to proceed.

Additional security required

**Step 1**  
Press and hold to turn on your Security Device, then enter your Security Device PIN.

**Step 2**  
When HSBC displays, press and hold until entry screen appears. Please remove all letters and only enter the digits of the client code. If the client code is less than 8 digits, add additional zeros at the beginning of the client code until you reach 8 digits. Eg: If your client code is A1B23C4, you'll need to enter 00001234.

**Step 3**  
Press and use the 6 numbers shown on your Security Device to continue.

Security code

Cancel **Continue**

If you have migrated to Digital Secure Key.

The **generated security code** from the HSBC Vietnam app will need to be entered into the security code for **transaction verification** in **Online Banking**.

5:19  
Generated security code

Your security code  
562666

This security code will expire in 36 seconds

Additional security required

**Step 1**  
Open the HSBC Mobile Banking app and select Generate security code.

**Step 2**  
Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 6 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. Eg: If the account number is 1234567 and only 7 digits long, enter 01234567.

**Step 3**  
Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

Important information

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

By using this service, you shall be deemed to agree with the [Terms & Conditions for Telegraphic Transfers](#)

Generate new security code

Cancel **Continue**

Please follow the instruction based on the service type you have selected:

- For **mobile top up**: please enter the last 8 digits of the mobile number that you want to top up.
- For **mobile prepaid card**: Please enter the last 6 digits of your account or credit card number chosen for this payment and 2 digits of number of mobile prepaid cards.
- **Other bill services**: Please enter the last 8 digits of client code.

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## Review and Confirm

# Mobile Top up

You are required to review and confirm the information after entering the Security Code.

From here you could edit the transaction by clicking on the **Edit** option.

Once information is verified, **click** on **Confirm** to proceed.

**MOVE MONEY**    **PAY AND TRANSFER**

Pay and transfer

Auto pay registration and management

### Review

Please check your details carefully before continuing. Once confirmed, your transfer cannot be recalled.

**From** Edit

Account    **HSBC Advance**  
12-34-56 12345678  
Available balance VND 10,590.45

**To** Edit

Service    Mobile Top-up

Top up to mobile number    0123456789

**Top-up amount** Edit

Billier name    Mobifone

Top-up value    VND 10,000

**Important information**

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms & Conditions](#) for bill payment.

Cancel    **Confirm**



### Confirmation

✔ Your payment is successfully completed.

**Our reference**

Confirmation number    N1234987654

Billier confirmation number    N1234998778

**From**

Account    **HSBC Advance**  
12-34-56 12345678

**To**

Service    Mobile Top-up

Top up to mobile number    0123456789

**Top-up amount**

Billier name    Mobifone

Top-up value    VND 10,000

**Important information**

The total amount includes the amount you're paying for selected bill(s) and the transaction fee (if any).

Print    Back to your accounts    **Pay another bill**

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## Review and Confirm

### Mobile Pre-Paid

You are required to review and confirm the information after entering the Security Code.

From here you could edit the transaction by clicking on the **Edit** option.

Once information is verified, **click** on **Confirm** to proceed.

**MOVE MONEY**    **PAY AND TRANSFER**

Pay and transfer  
Auto pay registration and management

### Review

Please check your details carefully before continuing. Once confirmed, your transfer cannot be recalled.

**From** Edit ✓

Account                      **HSBC Advance**  
12-34-56 12345678  
Available balance VND 10,590.45

**To** Edit ✓

Service                      Mobile Pre-paid card  
Biller name                      Mobifone  
Pre-paid value                      VND 10,000  
Number of cards                      01

**Total payable amount**

Total amount                      VND 10,000

**Important information**

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.  
By using this service, you agree with our [Terms & Conditions](#) for bill payment.

Cancel    **Continue**

### Confirmation

✓ Your payment is successfully completed.

**Our reference**

Confirmation number                      N1234987654

**From**

Account                      **HSBC Advance**  
12-34-56 12345678

**To**

Service                      Mobile Pre-paid card  
Biller name                      Mobifone  
Pre-paid value                      VND 10,000  
Number of cards                      01  
Total payable                      VND 10,000

**Pre-paid card serial code(s)**

Serial code                      1234 5678 9000

**Important information**

The total amount includes the amount you're paying for selected bill(s) and the transaction fee (if any).

Print    Back to your accounts    **Pay another bill**

You can then input the serial code for the pre-paid along with pre-fix number through your mobile phone to update their balance.

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## Review and Confirm

### Other bill services

You are required to review and confirm the information after entering the Security Code.

From here you could edit the transaction by clicking on the **Edit** option.

Once information is verified, **click** on **Confirm** to proceed.

**MOVE MONEY** **BILL PAY**

Pay and transfer

### Review

Please check your details carefully before continuing. Once confirmed, your transfer cannot be recalled.

**From**

Account	Current Account 001-085745-001
---------	-----------------------------------

**To**

Service	Electricity
Biller name	EVN HCMC
Client code	PE03001905113
Customer name	Long Pham
Address	35 Nguyen Hue...

**My bills** Edit

Bill cycle	2020-05
Total amount	VND 115,000

**Important information**

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

Cancel **Confirm**



### Confirmation

Your payment is successfully completed.

#### Our reference

Confirmation number	175071X0784038
Biller Confirmation number	PR20200383144150_1059

#### From

Account	Current Account 001-085745-001
---------	-----------------------------------

#### To

Service	Electricity
Biller name	EVN HCMC
Client code	PE03001905113
Customer name	Long Pham
Address	35 Nguyen Hue...

#### My bills

Bill cycle	2020-05
Total amount	VND 131,000

#### Important information

The total amount includes the amount you're paying for selected bill(s) and the transaction fee (if any).

Print

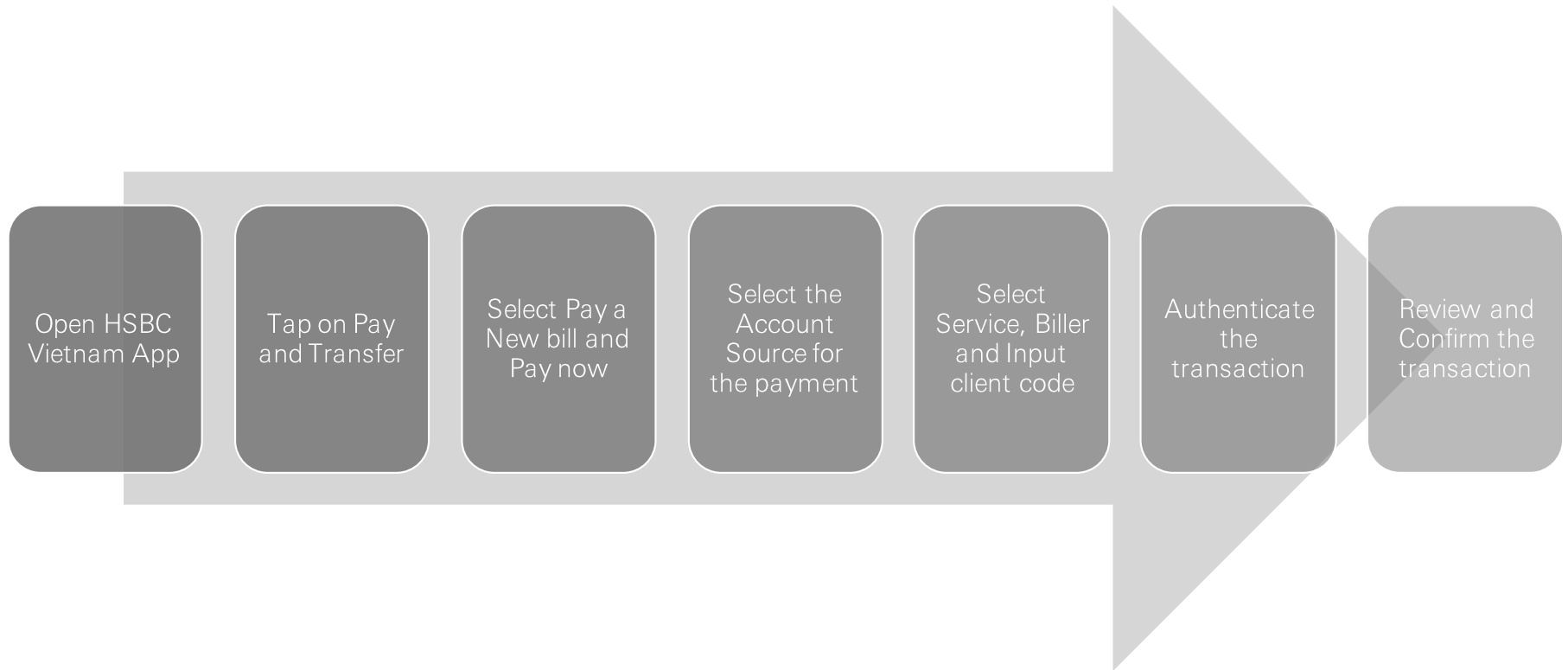
[Back to your accounts](#)

[Pay another bill](#)

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## Bill Payments Journey Flow through HSBC Vietnam app



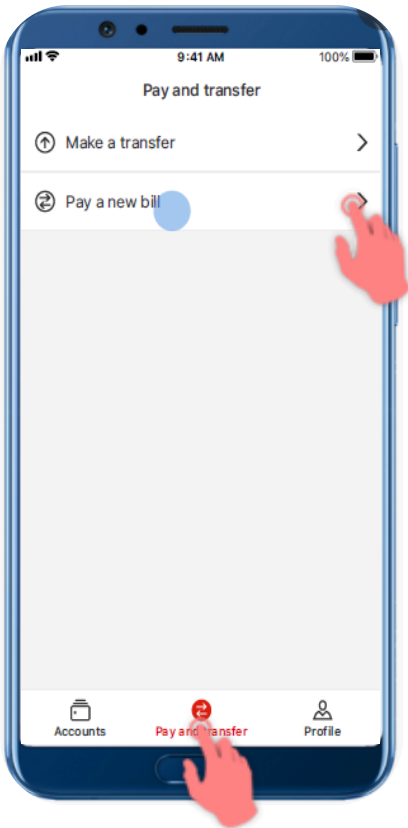
*\*Flow above is Golden Path flow for Bill Payments.*

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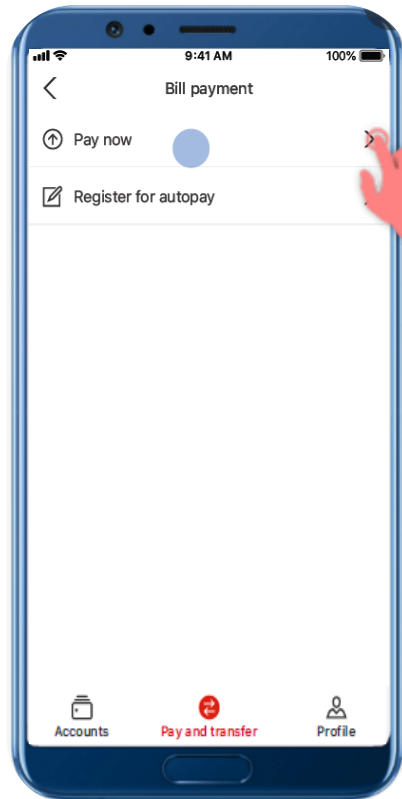
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## Select Source Account

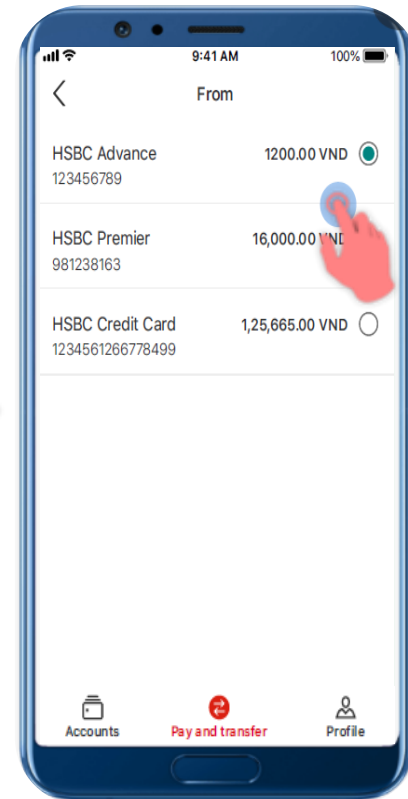
Select on **Pay and transfer** and tap on **Pay a new bill**



Select **Pay now**



You will need to select the **Source Account**



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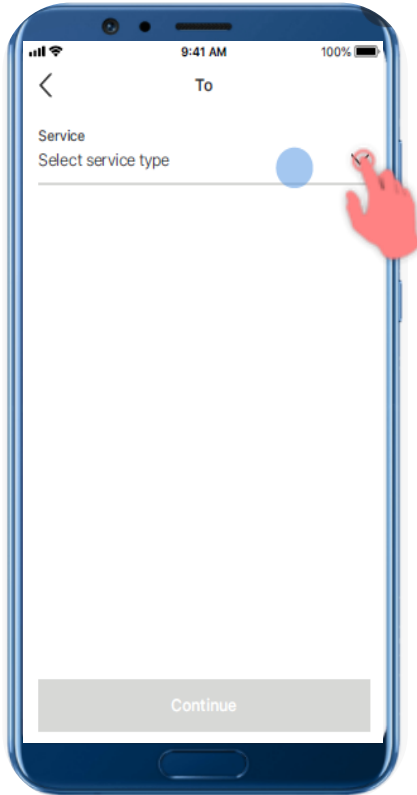
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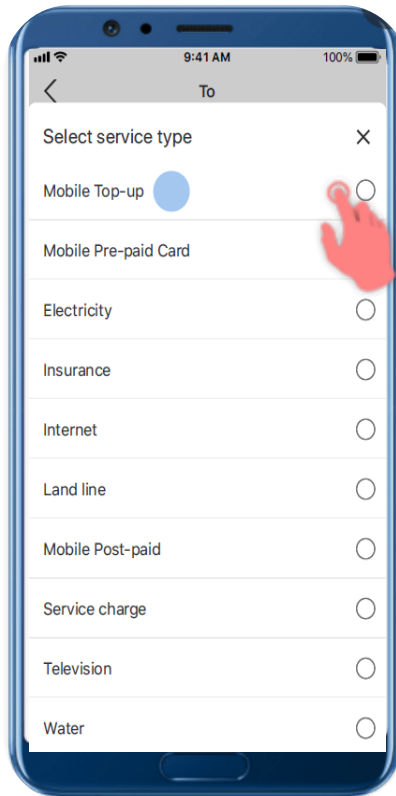
## Select Service type

### Mobile Top up

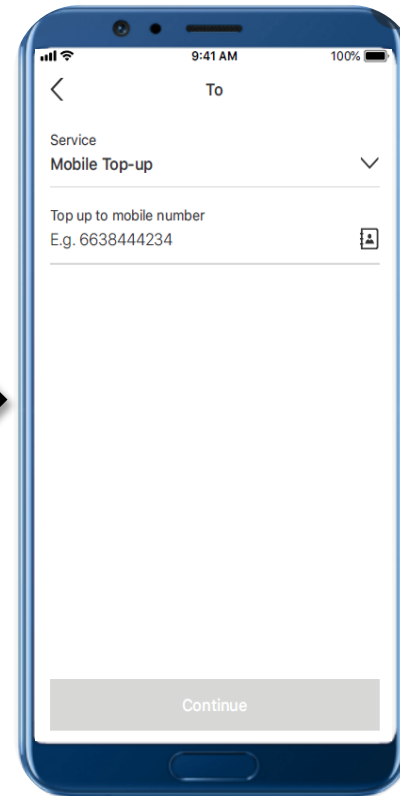
Tap on the **Service** dropdown menu and tap the **Service Type**.



Selects **Mobile Top-up**



You can either **input** the number manually or can **select** from native contact list



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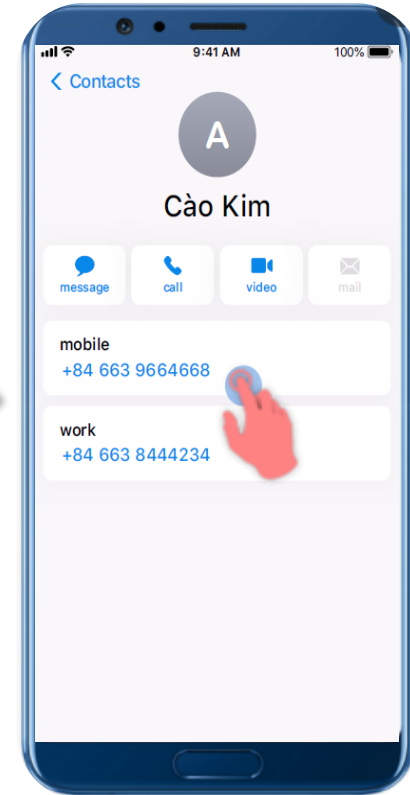
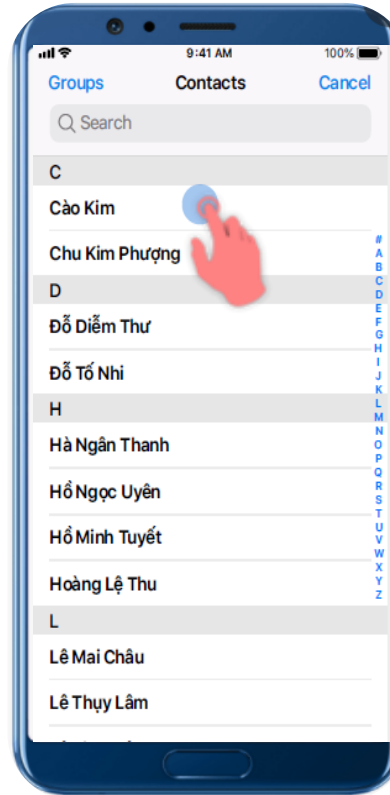
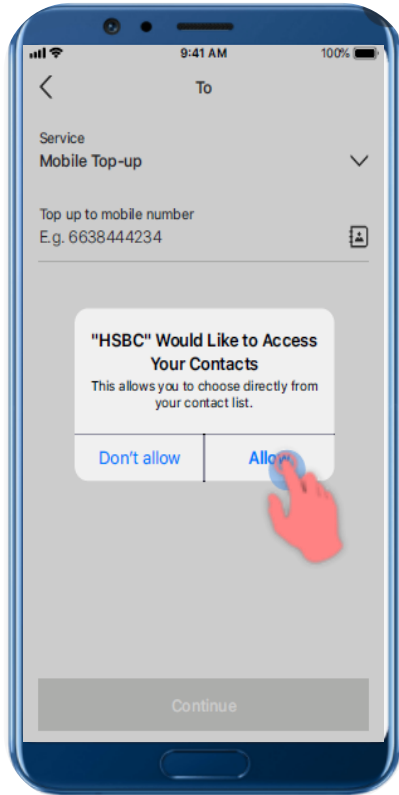
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## Select Mobile Number from Contact List

### Mobile Top up

First time you will need provide access to HSBC to your contacts

**Select** from the person's Mobile number from the contact list or **type in** for searching in the Search box



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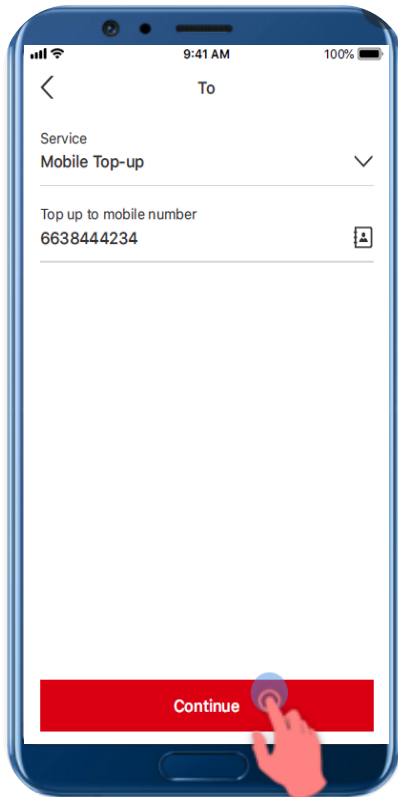
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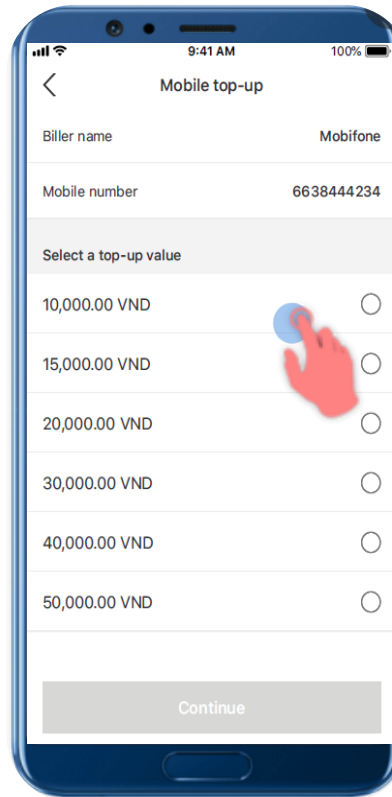
## Select Top up Amount

### Mobile Top up

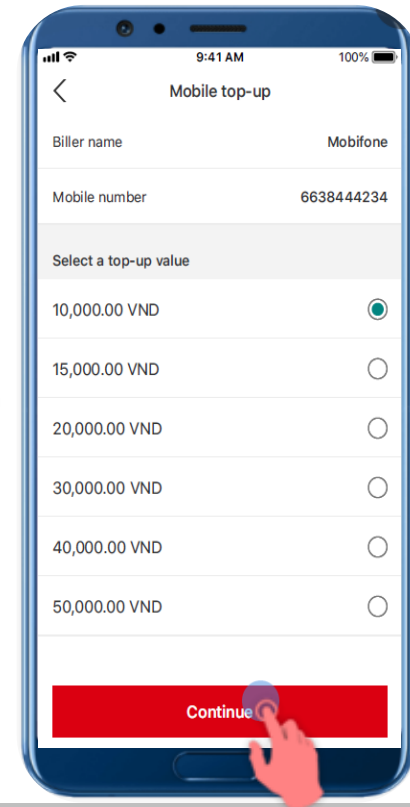
Select **Continue** after Top up Mobile number is inputted.



The list of top up amount is displayed



You can select the amount to top-up



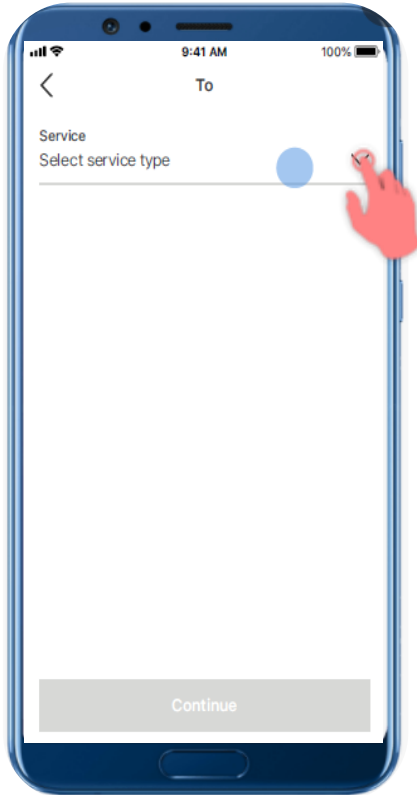
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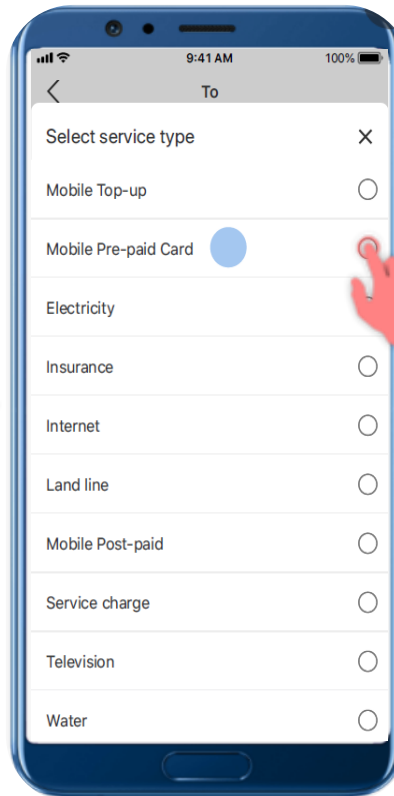
## Select Service Type

Select the **Service Type** as shown.

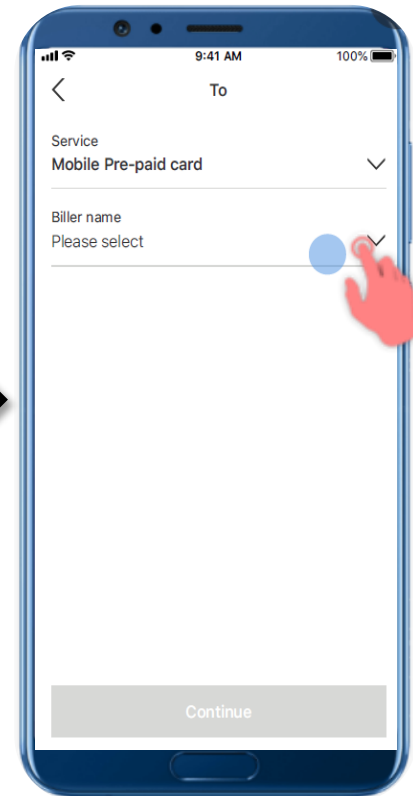


## Mobile Pre-Paid

Tap on the **Service** and select the **Service Type**



Selects "Mobile Pre-paid card"



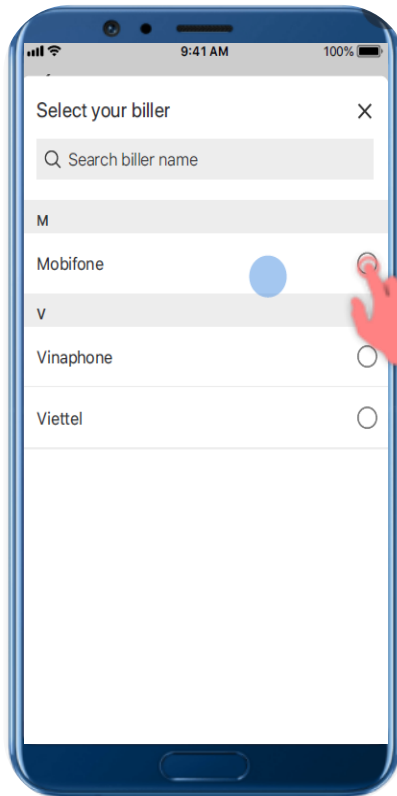
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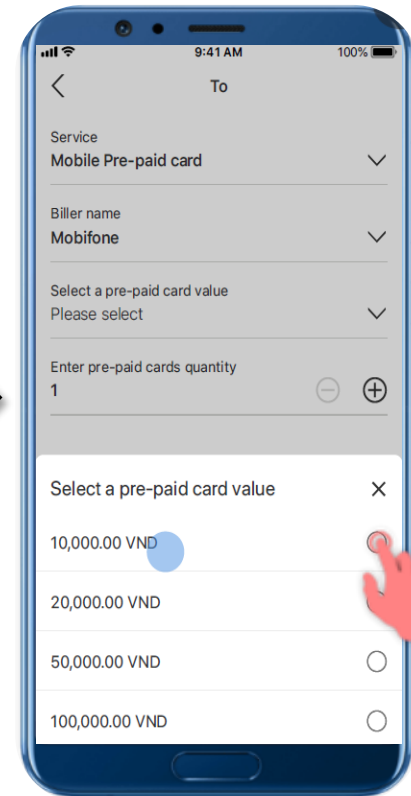
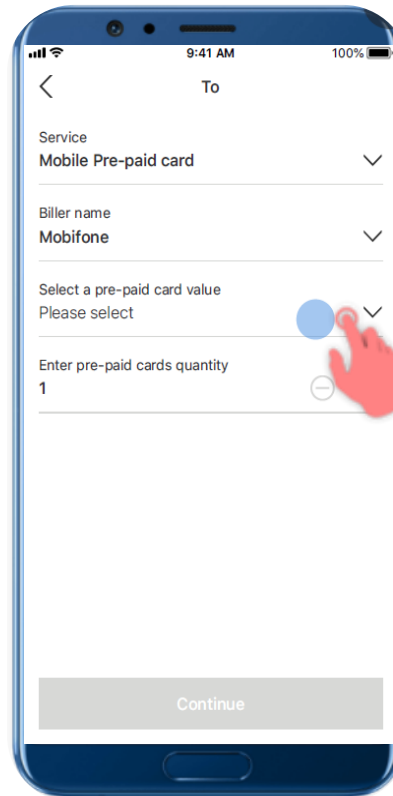
## Select Biller and Pre-paid card Value

Select **Biller** from the available list



## Mobile Pre-Paid

**Tap** on the **pre-paid card value** dropdown and select the appropriate pre-paid card value



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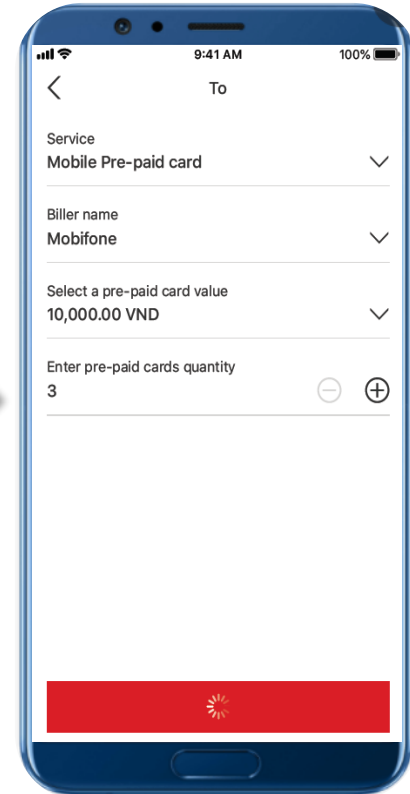
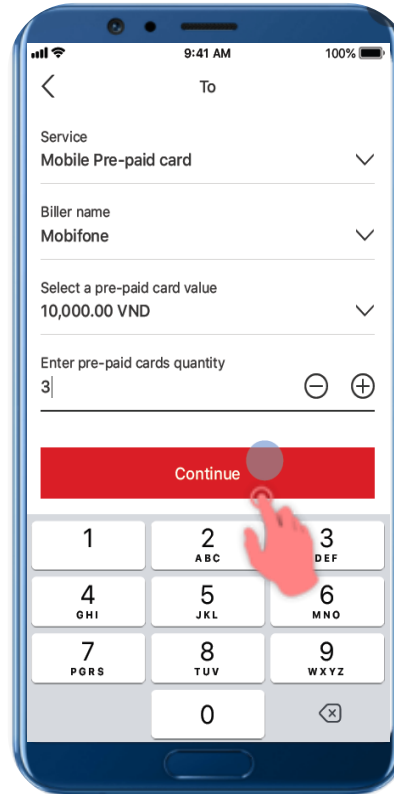
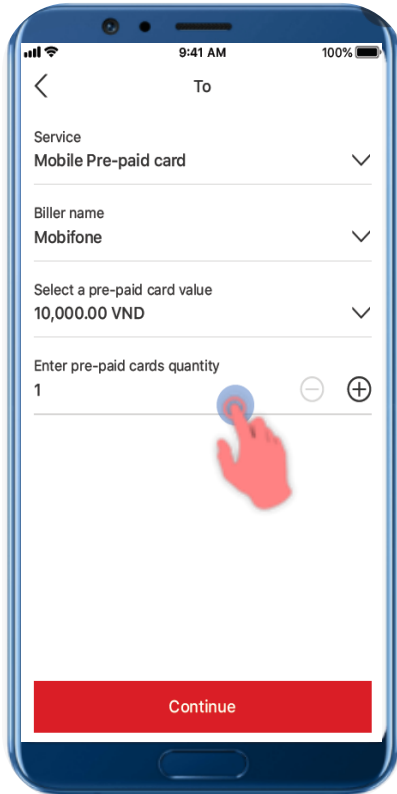
Next

## Select Pre-paid card quantity

### Mobile Pre-Paid

Enter prepaid cards quantity

Click "Continue" to proceed



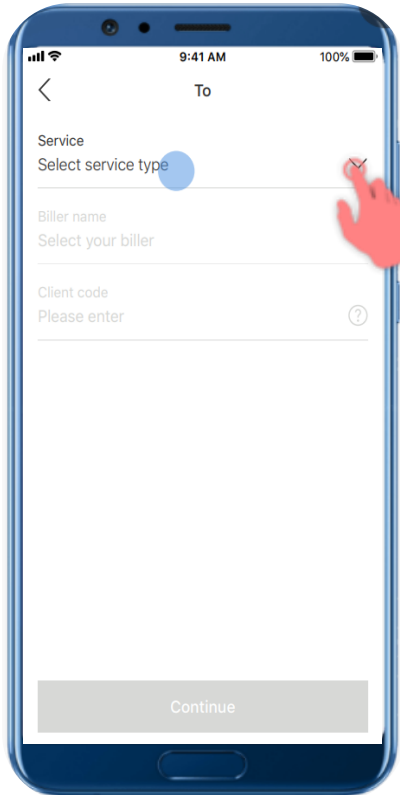
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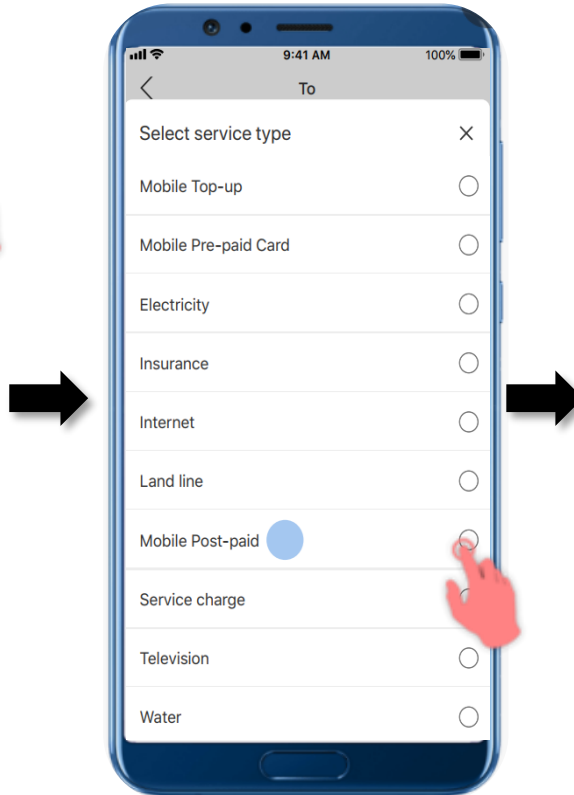
## Select Service Type

Select the **Service Type** as shown.

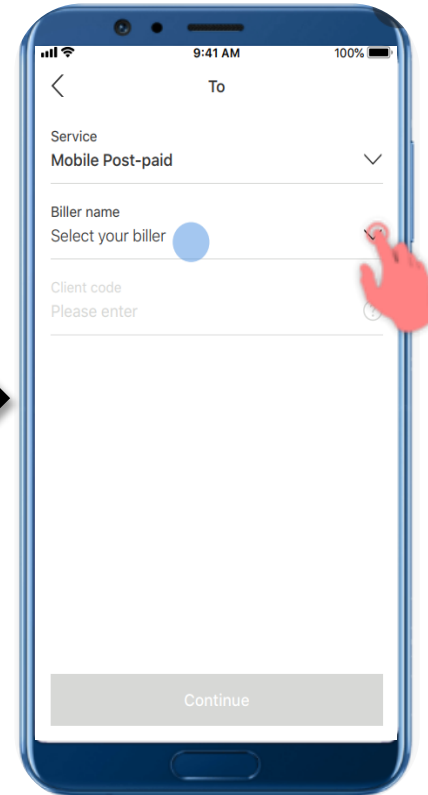


## Other bill services

**Tap** on the **Service** and **select** the **Service Type** (water, electricity, post-paid,...)



**Selects** Biller name



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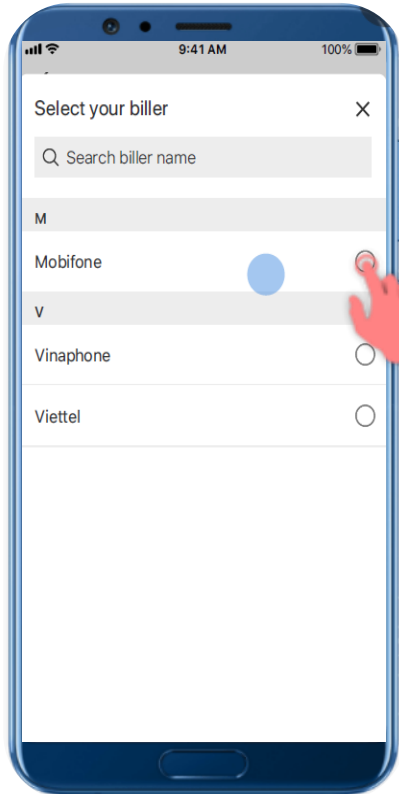
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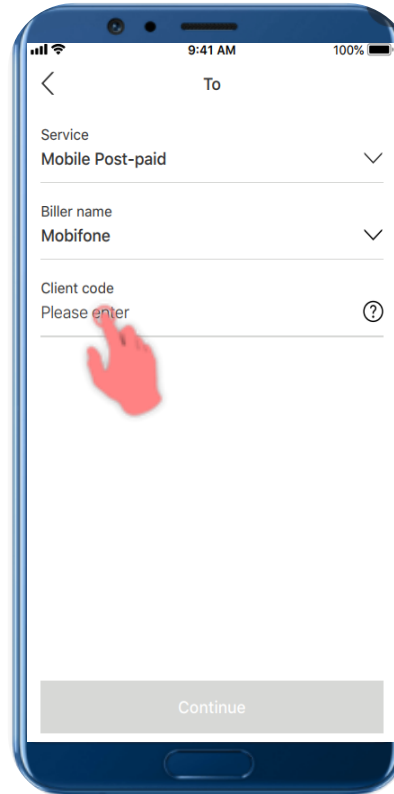
## Select Biller and Input Client code

### Other bill services

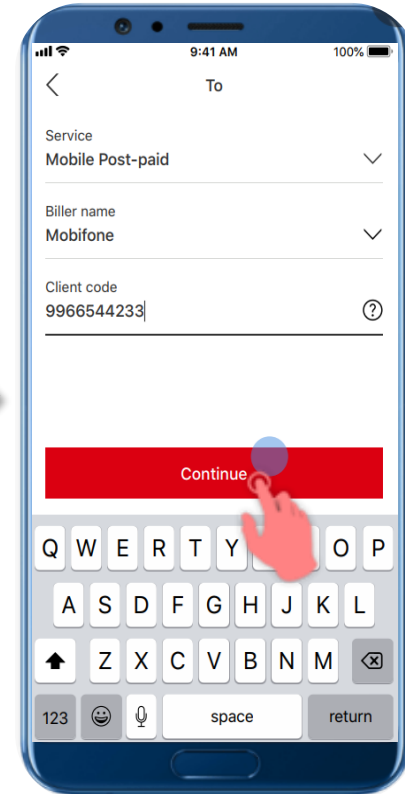
Select Biller from available list



Input the client code



Click on "Continue" to proceed



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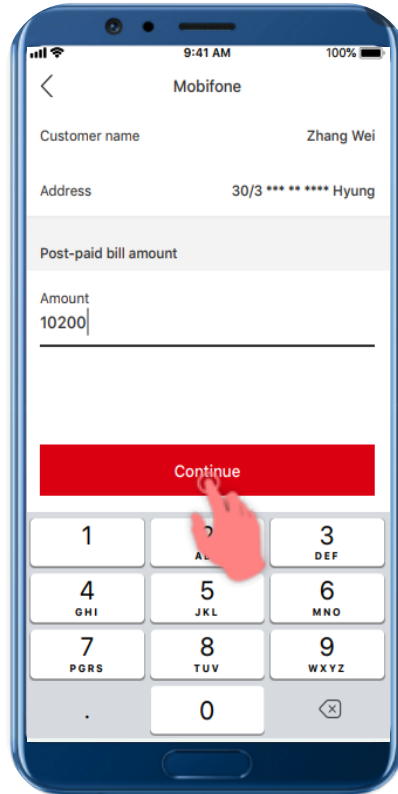
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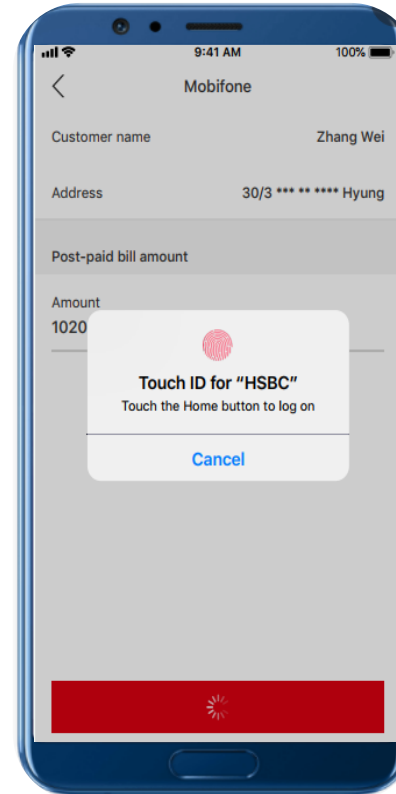
## Input Amount and Authenticate instruction

### Other bill services

Customer details information are extracted after the client code has been identified. Then, tap **"Continue"**



Authenticate using Biometrics or using the 6 digits Mobile PIN.



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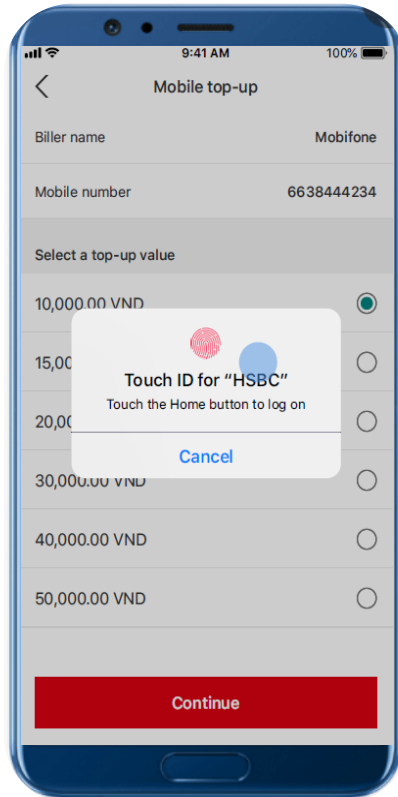
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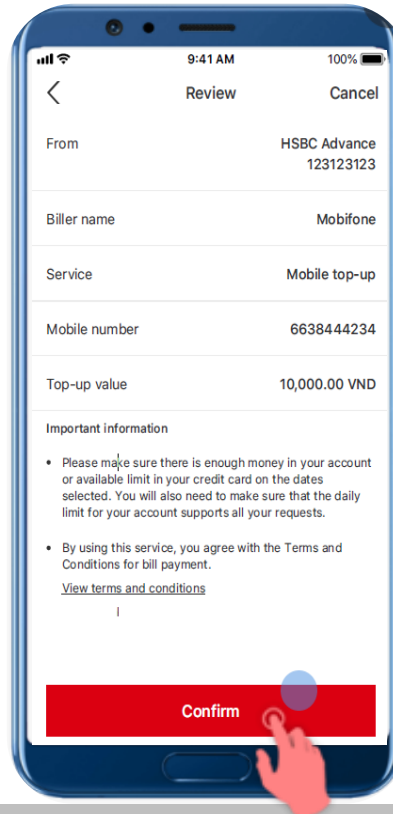
## Review and Confirm

### Mobile Top up

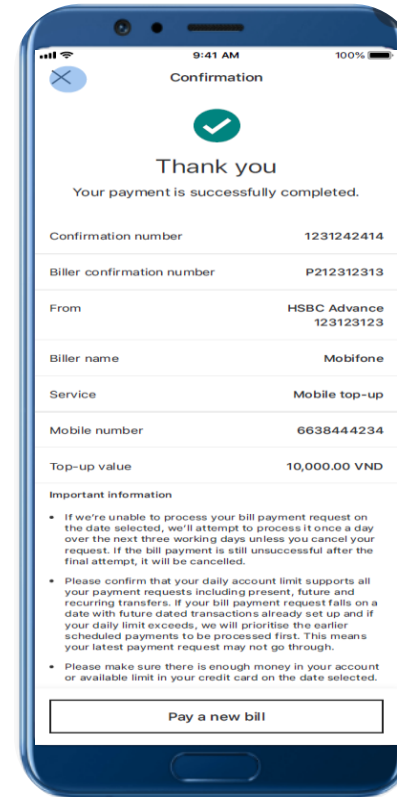
Authenticate using Biometrics or using the 6 digits Mobile PIN.



Tap on **Confirm** to proceed



If you want to make another payment just **scroll down** and **tap** on the **Pay a new bill** button



If customers click on **Cancel**, transaction will get cancelled

Cancel this payment?

The details you've entered so far will be lost and the transaction will be cancelled. Are you sure you want to cancel?

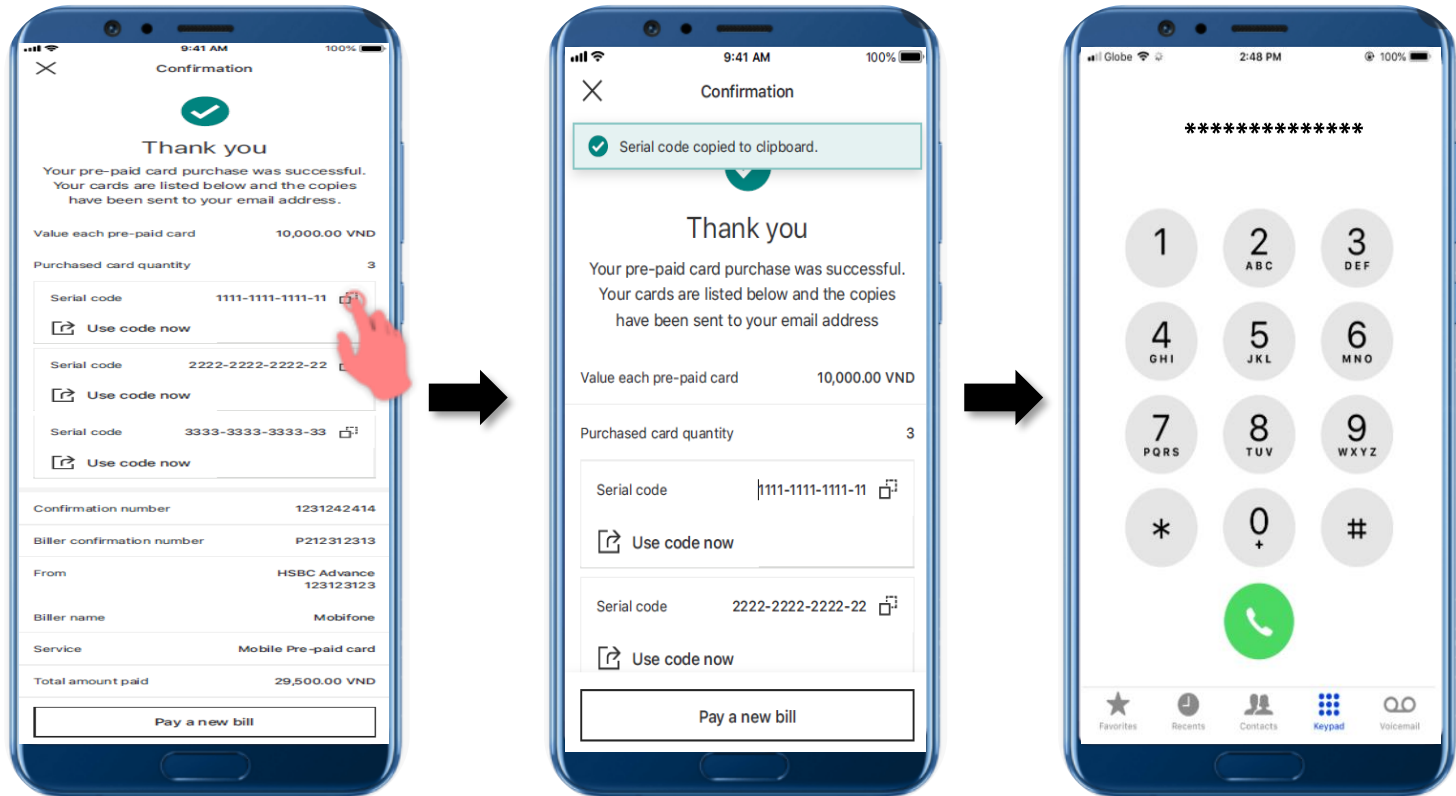




## Review and Confirm

### Mobile Pre-Paid

**Click** on the copy icon or Use code now and go to your mobile phone dial pad along with the prefix or you can share the code.



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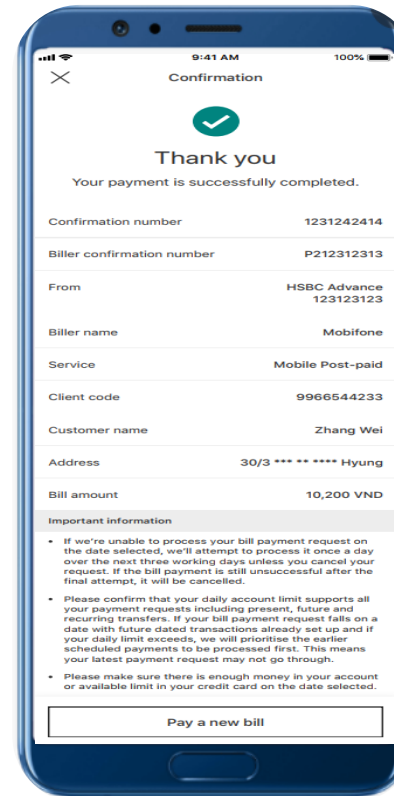
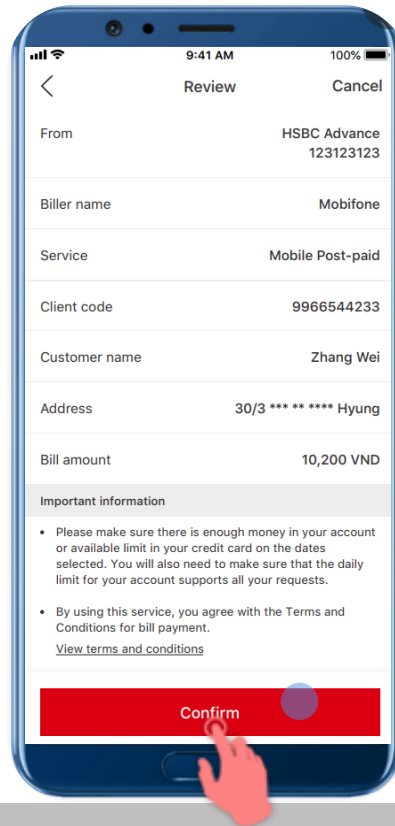
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## Review and Confirm

### Other bill services

Customer review the transaction and select **Confirm**

If you want to make another payment just **scroll down** and **tap** on the **Pay a new bill** button



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