

Date : 26<sup>th</sup> October 2017

## PayNet Direct Debit Mandate Display over HSBC Amanah Personal Internet Banking (PIB)

Dear Valued Customer,

Effective 18 November 2017, customers who have signed up for PayNet Direct Debit effective from 25 April 2011 onwards will be able to view the PayNet Direct Debit (DD) mandate on HSBC Amanah Personal Internet Banking.

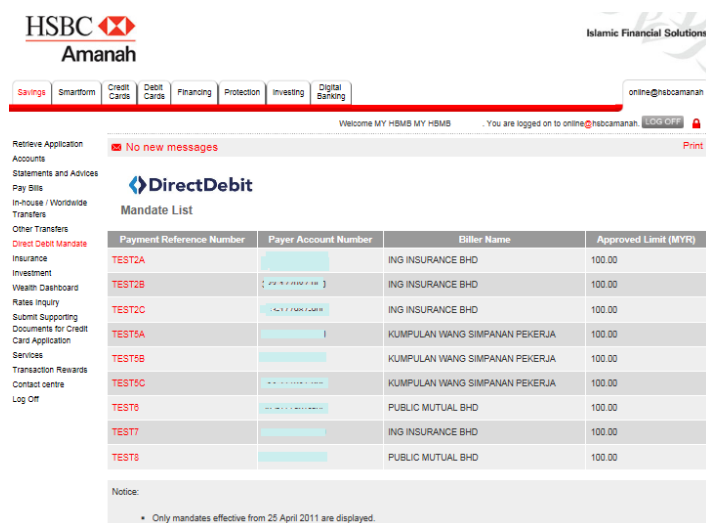
### What is PayNet Direct Debit?

PayNet Direct Debit is the authorization or mandate given by the Payer to the Biller to initiate the Inter-bank Direct Debit or collection transactions directly from Payers current/saving account and credit card-i account (excluding supplementary, debit and corporate card) to pay for recurring basis payment (eg. insurance/takaful, utility, membership fee, rental etc).

### Guide

#### How to view PayNet Direct Debit mandate details via HSBC Amanah Personal Internet Banking (PIB)?

- **Step 1** : Login to HSBC Amanah PIB > Direct debit Mandate

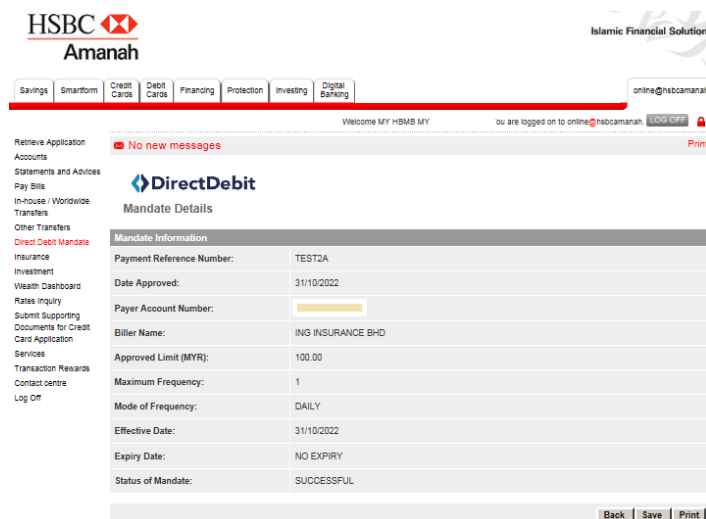


The screenshot shows the HSBC Amanah Personal Internet Banking interface. The user is logged in as 'online@hsbcamanah'. The 'Direct Debit Mandate' section is active, displaying a table of mandates. The table has four columns: Payment Reference Number, Payer Account Number, Biller Name, and Approved Limit (MYR). The table lists several test mandates for ING INSURANCE BHD and KUMPULAN WANG SIMPANAN PEKERJA.

Payment Reference Number	Payer Account Number	Biller Name	Approved Limit (MYR)
TEST2A	[REDACTED]	ING INSURANCE BHD	100.00
TEST2B	[REDACTED]	ING INSURANCE BHD	100.00
TEST2C	[REDACTED]	ING INSURANCE BHD	100.00
TEST4A	[REDACTED]	KUMPULAN WANG SIMPANAN PEKERJA	100.00
TEST5B	[REDACTED]	KUMPULAN WANG SIMPANAN PEKERJA	100.00
TEST5C	[REDACTED]	KUMPULAN WANG SIMPANAN PEKERJA	100.00
TEST6	[REDACTED]	PUBLIC MUTUAL BHD	100.00
TEST7	[REDACTED]	ING INSURANCE BHD	100.00
TEST8	[REDACTED]	PUBLIC MUTUAL BHD	100.00

Notice:  
• Only mandates effective from 25 April 2011 are displayed.

- **Step 2** : Click on the Payment Reference Number to view mandate details
  - Select “Save” to save the mandate details in CSV format.
  - Select “Back” to return to the Direct Debit Mandate List.



The screenshot shows the 'Mandate Details' page for the selected mandate (TEST2A). The page displays the following information:

Mandate Information	
Payment Reference Number:	TEST2A
Date Approved:	31/10/2022
Payer Account Number:	[REDACTED]
Biller Name:	ING INSURANCE BHD
Approved Limit (MYR):	100.00
Maximum Frequency:	1
Mode of Frequency:	DAILY
Effective Date:	31/10/2022
Expiry Date:	NO EXPIRY
Status of Mandate:	SUCCESSFUL

Buttons: Back | Save | Print