

How to Move Money – Paying a New Payee

Audio transcript

Once you've logged on, you'll be taken to your accounts.

From here, select '**Pay and transfer**' from the quick links.

Select your account that you wish to send money from using the drop-down list.

On the 'New payments and transfers page' select '**A new payee**' from the list of options. From here you can choose to send money both into and outside of the UK. In this case our payee is in the UK and we want to use pounds.

Select '**Continue**.'

You now need to enter details about the payee you're sending money to.

Firstly, choose if it's a Personal or Business account. Then enter the payee's full name, their sort code and account number. You must also enter a reference for the payment. Then select '**Continue**.'

We will then attempt to match the payee's details with the receiving bank. If this is not possible then you will need to follow the on-screen instructions.

Enter the amount you want to send and how you would like the payee to appear for future payments in the 'Save payee as' field. If you want to make a one-off payment, just enter the date when you want to send the money. If you want to set up a 'Standing order', select '**Yes**' and follow the instructions displayed on the page.

You now need to generate a transaction security code using your secure key. Follow the steps on screen which will depend on the type of secure key you have.

Enter the code and select '**Continue**'.

A Review page will appear, check the information is correct and select '**Continue**'.

You'll then see a message confirming the money has been sent successfully.

Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat on our website, visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service, to find out more please get in touch. You can also visit: [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or: [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).

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