

# Submit documents via Mail

This service allows you to securely send documents electronically to HSBC. Sending documents through the online service is more secure, easy and efficient. After making a payment, a reference number will be given on the confirmation screen of HSBCnet.

## 1. Subject Line Format:

For single payment (New payment only):

- Subject format: **####PAYMENT\_REFERENCE**

For multiple payments (Up to 3 files for New payment only)

- Subject format: **####SUPDOC\_9-digit Account\_YYYYMMDD**

To submit documents of processed payments for clearance of the pending documents:

- Subject format: **####CLEAR\_9-digit Account\_YYYYMMDD**

### Note:

- **To submit documents**, use the payment date as YYYYMMDD (e.g., 20241109)
- **To clear pending**, use the sending document date as YYYYMMDD (e.g., 20241109)
- 9-digit account number contains no spaces ( ) or dashes ( - )

## 2. Upload Documents:

The following document formats can be submitted online:

- ✓ PDF\*
- ✓ JPG\*
- ✓ PNG\*
- ✓ Zip
- ✓ Tif

### Note:

- For PDF, JPG and PNG, file size must not exceed 5MB.
- Attachment file names should be named as **PAYMENT\_REFERENCE**.

## 3. Mail to: [Paymentvnm@hsbc.com.vn](mailto:Paymentvnm@hsbc.com.vn)

### Note:

- It is recommended to submit documents via HSBCnet for faster processing and better security

If you have any question or inquiry, please do not hesitate to contact the Account Manager for further support.

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