

Bill Payments

Hello, I'm Joshua from the HSBC team here at St Helier, Jersey

In this short video I'll be showing you how to pay bills, friends or family.

So let's get started.

Firstly, from our website log onto our free, secure internet banking if you're not registered please stick with us and we'll guide you through this process.

From your account summary dashboard click the 'Move money' button and use the drop down to select the account you want to send the money from. Select 'New payee', and enter the following details:

- Country of recipients bank
- Currency you wish to pay in
- Sort code and account number

Next input the recipient's name and click 'check & continue'.

Under Payee Details, enter the amount you want to pay, a reference so the recipient knows what the money is for, and the date you wish to make the transfer

If you need to make the same payment regularly, you can set up a standing order by simply following the on-screen instructions.

Finally, follow the onscreen instructions to generate a transaction code, select 'Continue,' review the details that you have input, and either click 'Edit these details' to make changes or 'Confirm'.

You can also pay a company by selecting 'Company lookup' and entering the name and reference as it appears on your bill or invoice. Any payees created through branch or telephone banking will automatically appear under 'My payees' you will need to generate a transaction code the first time you pay them online.

It's as simple as that!

You can also move money between your accounts, view and download statements, manage Direct Debits and standing orders and much more.

Look out for our other videos covering these topics, If you've missed any of these steps, you can always replay this video at any time.

