

# HSBCnet Get Rate

## Frequently Asked Questions (FAQ)

### Q. What is Get Rate?

A. Get Rate is a capability on HSBCnet which allow clients to view and instantly accept FX rates when making single Telegraphic Transfers or inter-account transfers from their accounts

### Q. How can I access this service?

A. For subscription to Get Rate, please contact your relationship manager

### Q. How will I identify if Get Rate will apply to a transaction?

A. On successful registration, Get Rate will be available for transactions that entail a currency conversion. When a transaction is pending final authorisation, a '\$' symbol will appear against the payment indicating that it is eligible for an online FX quote

### Q. Are there any additional charges I need to pay for Get Rate registration?

A. Get Rate is a value added service offered free of charge to users of HSBCnet so no additional charges apply now

### Q. What value date is offered for Get Rate payments?

A. To provide you with a superior online experience Get Rate is offered for same day value payments

### Q. At what stage of the payment will I be able to view and accept an online FX rates?

A. You will be able to view and accept the FX rate at the final authorisation stage of the transaction

### Q. When is Get Rate available for eligible payments?

A. Get Rate is available from 8.00a.m until 3.00p.m UAE time between Mondays to Thursdays on working days for the respective currencies

### Q. For how long does Get Rate display the online FX rate for an eligible payment?

A. An FX rate is displayed for a period of 20 seconds before it expires. A time bar is displayed on the Get Rate screen to indicate time left before a decision is made to accept or reject the rate

### Q. What if I have already booked an offline FX contract/deal with HSBC Treasury?

A. In this case, you will follow the standard process of quoting the FX deal reference number in the payment message in the prescribed format.

At the time of final authorisation, you should click on the 'Reject Rate' button once the Get Rate tool displays an online FX rate. This will ensure your pre-agreed rate with HSBC Treasury is applied to the payment and the online FX rate is not used

### Q. What if I have booked an FX contract/deal offline with HSBC Treasury office and choose to accept the FX rate displayed on Get Rate feature for a transaction?

A. In such a scenario, the transaction will get processed with the FX rate accepted by you via Get Rate feature. The offline FX contract/deal booked with Treasury office will not be used and this could lead to additional charges levied to your account so as to cancel the offline deal in the FX markets

