

General information

HSBC Hong Kong will be switching off Global Transfer Family and Friends service to Canada on July 16, 2023. This will **not** impact Global View Global Transfer** service between Canada and Hong Kong.

FAQs

1. What is Global Transfer Family & Friends (GTFF)? How can I use this service?

Until July 16, 2023, Global Transfer Family and Friends allows HSBC Canada clients to receive funds from HSBC clients in Hong Kong. HSBC Canada has only enabled this service from Hong Kong to Canada. HSBC Canada clients can't send funds to third parties in other HSBC markets or receive funds from HSBC markets other than Hong Kong using this service. To use this service, HSBC Canada clients can provide their account information directly to the HSBC Hong Kong sender, who can then enter it in their mobile banking session to proceed with the transaction.

2. How is GTFF different from Global View Global Transfer (GVGT)?

GTFF involves HSBC Canada clients receiving funds sent from other HSBC Hong Kong clients. GVGT involves a qualifying HSBC client linking their accounts in Canada and Hong Kong (or other participating markets) to view these accounts together on one page in their Online Banking session and send funds between them.

3. Why is the GTFF service from Hong Kong going away?

The platform that HSBC Hong Kong uses to support GTFF transactions is changing as of July 16, 2023. As a result, HSBC Hong Kong clients will no longer be able to send funds to HSBC Canada clients via GTFF.

4. I'm registered for Global View and have accounts in Canada and Hong Kong. I use Global Transfer to exchange funds between these markets all the time. How does this impact me?

The platform that supports GVGT transactions is **not** changing. HSBC Canada clients who meet existing GVGT requirements can continue to link their accounts in Hong Kong and other markets, and transfer funds among their accounts as usual.



5. But I've heard on websites and social media that I can't use GVGT service between HSBC Canada and HSBC Hong Kong after July 16.

The platform that supports GVGT transactions is **not** changing. HSBC Canada clients who meet existing GVGT requirements can continue to link their accounts in Hong Kong and other markets, and transfer funds among their accounts as usual.

6. I was using GTFF to receive funds from Hong Kong. What are my options after July 16?

After July 16, funds can still be wired into Canada from both HSBC clients and non-clients in Hong Kong. See our [Personal Service Charges / Statement of Disclosure](#) and [Wire services*](#) sites for more information. Alternatively, if the HSBC Hong Kong customer is able to open qualifying accounts within HSBC Canada, they can send funds using our ongoing [Global View Global Transfer](#) service and subsequently move the funds to you using Interac or HBCA account transfer.

7. Where can I go for more information?

For more information, please chat with us on our app or at [hsbc.ca](https://www.hsbc.ca).

*HSBC charges specific fees for wire transfers. Other banks which may be involved in processing the transfer may charge additional fees. Fees for wire transfers depend on your account type and the amount of the wire transfer. Refer to [Personal Service Charges / Statement of Disclosure](#).

**Global View and Global Transfers are not available in all countries and regions where HSBC Premier and HSBC Advance are offered. Certain services offered by HSBC Canada may be restricted or unavailable if you move to another jurisdiction or are in another jurisdiction due to the local laws of that jurisdiction. HSBC Group may, however, be able to provide similar services through its members in that jurisdiction. A full list of available countries/regions full list of available countries/regions and a demo can be viewed online.