



HSBC

Beneficiary Check for Australia payments

Beneficiary Check for Australia payments

Learn how to do a beneficiary check when making payments from Australia accounts.

27 Jun 2025

New

About this feature

Beneficiary check is a service that helps protect against Authorised Push Payments (APP) scams and mistaken payments by checking the name of the person or business you'd like to pay against the account details held by the beneficiary's bank.

Features

The features of this service are:

- It is available for domestic Priority Payments, Real-time payments (NPP), and ACH Credits in AUD currency made via the **Create payments and transfers** service. This feature is not available for payments made via File Upload service.
- The payment is being made to new beneficiaries debiting HSBC Australia accounts.
- This beneficiary check will also appear if you're making these types of payments to an existing beneficiary whose details you've amended in HSBCnet.
- A new beneficiary check is required every six months.

Here's how it works

When creating a payment instruction in HSBCnet, you'll be asked to confirm the following details in the Beneficiary Check screen:

- The full name or trading name for the beneficiary's account
- The account Bank State and Branch (BSB) number and account number

We'll then ask the beneficiary's bank whether the beneficiary name and account BSB and number details match the information you have provided. We'll show you the results and you can decide whether you want to make the payment, update and re-check the details, or wait until you have confirmed the account details using an independent, trusted source.

As a reminder, we also respond to Beneficiary check requests sent by other banks, so be sure to provide anyone who is sending you a payment with the full name we hold on your organisation's account and confirm with them that it's a business account

Using beneficiary check feature during payment creation

The following steps apply to Priority Payments as an example but the steps are similar for Real-time payments and ACH Credits.

1. From the Create payment or transfer page, select the following:
 - a. Australia debit account
 - b. Beneficiary bank location - Australia
 - c. Payment type – Single payment – Real-time Payment or Priority payment
2. Select **Continue** to proceed.

Create payment or transfer

New payment or transfer
 Use an existing template
 New template

Debit account

Australia HBAU Current available balance
HSBC TEST AUD **10.00** ▼
Current account - Thu 17:00 19 Jun 2025

Current available balance with facility at Thu 17:00 19 Jun 2025: AUD 11.00

Beneficiary bank location

Australia AU ▼

Payment type

If the payment type you want is not listed, choose another debit account or contact your System Administrator.

Single payment - Real-time Payment (Priority Payment) ?
 Single payment - (Priority Payment) ?

[View payment cut off times >](#)
Continue

3. After you've completed all mandatory fields in the Priority Payment creation screen, the Beneficiary check message opens below the Beneficiary bank address field as follows:

"To continue with this payment, please check whether the name on the beneficiary account you want to pay matches the beneficiary bank's records."

4. Select the **Check beneficiary** button.

Priority Payment

1. Payment details 2. Verify 3. Confirmation

Warning

1. HSBC encourages customers to submit payments as early in the day as possible. This will allow time for fraud monitoring checks to be completed and any payment queries to be answered in order to achieve your requested value date.

2. You may incur additional processing charges if you manually enter the identifier code or name and address of the beneficiary bank.

Debit account and beneficiary details * Indicates required field

Pay from*

AUSTRALIA HBAU Current available balance
HSBC TEST AUD **10.00** ▼
Thu 17:00 19 Jun 2025

Current available balance with facility at Thu 17:00 19 Jun 2025: AUD 11.00

Pay to*

Existing beneficiary
 New beneficiary

Beneficiary bank location: Australia

Beneficiary name*

Beneficiary address ?

Address line 2

Australia

Account number

Beneficiary bank: BSB ID ▼ 012002 [Get details](#) | [Find bank identifier >](#)

Beneficiary bank

ANZ BANK

SYDNEY

115 PITT STREET

SYDNEY

AUSTRALIA

✕

📘 You can also make a Real-time Payment using BSB ID. **Charges** may be lower for Real-time Payments.

Beneficiary Check* Check beneficiary

To continue with this payment, please check whether the name on the beneficiary account you want to pay matches the beneficiary bank's records.

Payment service: Standard Priority Payment (Cross-border and domestic RTGS)

Back
Continue

5. The results of the Beneficiary check appear advising you of one of the following:

- **Match** – the beneficiary name and account type matches the beneficiary bank's records.

Beneficiary check ✕

✓ Match
The beneficiary name you entered matches the name returned by the beneficiary bank.

What does this mean?

- The beneficiary's name exactly matches the account details.

Payment details

BSB ID 082842

Account number [REDACTED]

The account is in the name of [REDACTED]

Continue

- **Close match** – the name does not fully match according to the beneficiary bank's records.

Beneficiary check ✕

⚠ Close match
The beneficiary name you entered closely matches the name returned by the beneficiary bank.

What does this mean?

- The beneficiary you're paying may not be who you think they are, or the name isn't commonly used for this account.
- If you make a payment to the wrong account, you may not be able to recover the money.

Payment details

BSB ID 082842

Account number [REDACTED]

Beneficiary name you entered The account is in the name of

[REDACTED] [REDACTED]

⚠ Close match

Continue

- **No match** – the name and/or account type do not match the beneficiary bank's records.

Beneficiary check ✕

⚠ No match
The beneficiary name you entered doesn't match the one provided by the beneficiary bank.

What does this mean?

- The beneficiary you're paying may not be who you think they are, or the name isn't commonly used for this account.
- If you make a payment to the wrong account, you may not be able to recover the money.

Payment details

BSB ID 092009

Account number

Beneficiary name you entered

CSA OFFICIAL RECEIPT

The account is in the name of

Services Australia

Continue

- Sorry, there's a problem** - This can happen for multiple reasons. For example, the account type is not supported by the Beneficiary check service.

⚠ Sorry, there's a problem

We could not confirm the account name match. The beneficiary has opted out of beneficiary checking. You should check where you are sending payments by contacting the beneficiary directly, using contact details you have independently verified. {{errorcode}}

- Account not found** - This can happen if the account cannot be found by the beneficiary bank. Please check with the intended beneficiary.

Note: You cannot proceed to create this payment. Please select the Back to payment button and pick an active account.

Beneficiary check ✕

⚠ Account not found
The account can't be found by the beneficiary bank. Please check with the intended beneficiary.

Payment details

BSB ID 082067

Account number

Beneficiary name you entered

Back to payment

- Account closed** - The account is no longer active. Please check with the intended beneficiary.

Note: You cannot proceed to create this payment using a closed or inactive account. Please select the Back to payment button and pick an active account.

Beneficiary check

Account closed
The account is no longer active. Please check with the intended beneficiary.

Payment details

BSB ID	063000
Account number	[REDACTED]
Beneficiary name you entered	[REDACTED]

Back to payment

6. If you choose **Continue** with payment, you'll need to review and verify the payment information (including beneficiary details) then select **Confirm** to go to the next step.

Note: We'll never stop a payment being made just because of a beneficiary check response. You can make a payment regardless of the response you receive but this is done at your own risk.

Priority payment

1. Payment Details > 2. Verify > 3. Confirmation

Debit account and beneficiary details

Pay from: [REDACTED]
Debit currency: AU / EGP / AUD

Pay to:

Beneficiary name and address	Beneficiary bank	Account number
Roger [REDACTED]	Australia [REDACTED]	123123123
		BSB ID
		890613

Beneficiary check: **Close match**
The beneficiary name you entered closely matches the name returned by the beneficiary bank. You should check where you are sending payments by contacting the beneficiary directly, using contact details you have independently verified.

Beneficiary name entered: [REDACTED]
Beneficiary name returned: [REDACTED]
If you make a payment to the wrong account, you may not be able to recover the money.

Payment details

Amount: AUD 100.00
Expected value date: Wed 20 Mar 2024
This is the date we expect to debit your account. Please ensure that the debit account has enough funds to cover the payment.

Charges: Shared
Your reference: [REDACTED]

Product for payment: Insurance payment
Information for the beneficiary: ANWPayment
Payment advice: None

Edit Delete payment Confirm

7. After choosing **Confirm**, the acknowledgement screen will provide the status of your payment creation (for example, **Submitted for authorisation**).

Priority payment

Save beneficiary details
Save as template

1. Payment Details
2. Verify
3. Confirmation

✔ You've authorised this payment
The status for payment 72954K200PDE is: Received by bank.

Pay from	Instruction reference number	11298798UF768X
	Transaction type	Priority payment

Pay to
ROBERT
123123123

Amount **AUD 100.00**

Value date
Wed 20 Mar 2024
The payment will be sent instantly and you will receive immediate confirmation.

Beneficiary bank location	Australia
Beneficiary address	[Redacted]
Beneficiary bank identifier	BSB ID
Beneficiary bank	HSBC Australia

Beneficiary check

⚠ **Close match**

The beneficiary name you entered closely matches the name returned by the beneficiary bank.

Beneficiary name entered	[Redacted]
Beneficiary name returned	[Redacted]

Close
Make new payment to same location

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