

1. How can I add my Alipay<sup>®</sup>HK Account?
  - Alipay<sup>®</sup>HK account can be added through Standard Chartered Online Banking only.
  - Simply log in [sc.com/hk](https://sc.com/hk) → select “Mobile Wallets” in left hand menu → “Alipay HK” → “Add a new Alipay Account”
  - Fill in particulars and accept the Terms & Conditions
  - Enter “Transaction Password”
  - Enter “One-time Password”
  - Click “Confirm” for submission and wait for the SMS confirmation from Standard Chartered HK
  
2. What kind of Standard Chartered bank account / credit card account can I use to top up Alipay<sup>®</sup>HK Account through online or mobile banking?
  - Single name Current Account or Saving Account (HKD)
  - Integrated Deposits Account (HKD)
  - Joint name (either-one-to-sign) Current Account or Saving Account(HKD)
  - Any Standard Chartered VISA, Mastercard or UnionPay Credit Cards (HKD)
  - Any MANHATTAN VISA or Mastercard (HKD)

*\*Standard Chartered Corporate Card is not applicable.*
  
3. How can I set up my Standard Chartered Online Banking Daily Transfer Limit?
 

You can [click here](#) to download the “Online Banking Daily Transfer Limits Update Form” and specify “Third Party Fund Transfer” limit. Then return it to any of our branches or by free mail service.

For any queries, please [click here](#).
  
4. Is there any fee or charges when using Alipay<sup>®</sup>HK Account?
  - a. No handling fee will be charged for adding Alipay<sup>®</sup>HK Account
  - b. No handling fee will be charged for topping up Alipay<sup>®</sup>HK Account by Standard Chartered bank accounts / credit card accounts except specify in point c below.
  - c. For Alipay<sup>®</sup>HK Account top up by Standard Chartered / MANHATTAN Credit Card(s), the maximum transfer amount in a month is HK\$25,000 per Cardholder, according to the Cardholder’s Hong Kong Identity Card Number or Passport Number (if applicable). If the total accumulated money transfer amount made by all credit cards mentioned in Q2 above (based on the transaction date) exceeds HK\$25,000 per Cardholder in a month, a 3.5% handling fee will be applied to the transferred amount beyond HK\$25,000 and this handling fee will be debited to the valid Credit Card account with the highest transferred amount. If the last day of a calendar month is Sunday, any related transactions made on that day will be counted in the following calendar month.
  
5. How can I retrieve my “Top up/Payment History”?
  - Login to Standard Chartered Online Banking
  - Select “Mobile Wallets” in left hand menu → “Top up/Payment History”
  
6. How can I delete my Alipay<sup>®</sup>HK Account via Standard Chartered Online Banking?
  - Login to Standard Chartered Online Banking
  - Select “Mobile Wallets” in left hand menu → “Alipay HK” → “Top up Alipay Account” → “Action” → “Delete”
  - Click “Confirm” for deletion of Alipay Account
  
7. How to cancel / de-activate Alipay<sup>®</sup>HK Account?
 

For details, please visit [Alipay website help.alipay.com/lab/question.htm](https://help.alipay.com/lab/question.htm) (select international business → overseas users).
  
8. Is transfer / top up transaction from Standard Chartered / MANHATTAN Credit Card(s) to Alipay<sup>®</sup>HK Account entitled to any reward(s) earning?
 

Any transfer / top up transaction from Standard Chartered / MANHATTAN Credit Card(s) to the Alipay<sup>®</sup>HK Account will not be entitled to any reward(s) earning including but not limited to 360° Rewards Point(s), bonus point(s), CashBack, mile(s).

9. Can I add and top up RMB Alipay Account from Standard Chartered Online Banking / SC Mobile?  
Standard Chartered Online Banking / Standard Chartered Mobile Banking can only add and top up Alipay<sup>®</sup>HK Account which supports Hong Kong dollars only.
10. Is my account at risk if I lose my mobile phone? What should I do to protect my account from being used illegally?  
In case of loss of mobile phone, you can log in to your account via another device and then disconnect the access between your account and the lost device. The touch login feature will also be disabled immediately when another user logs into SC Mobile on the same device using a different set of Username and Password, or after consecutive failures of fingerprint login attempts (6 times for iOS or 5 times for Android). For further online and mobile banking security tips, please refer to the link [here](#).
11. What is the daily transfer limit of Alipay<sup>®</sup>HK Account?  
Your Alipay<sup>®</sup>HK Account is subject to transaction limit imposed by Alipay<sup>®</sup>HK For further details, please visit Alipay website [help.alipay.com/lab/question.htm](http://help.alipay.com/lab/question.htm) (select international business → overseas users).
12. Can I transfer money from Alipay<sup>®</sup>HK Account to Standard Chartered bank accounts / credit card account?  
For details, please visit Alipay website [help.alipay.com/lab/question.htm](http://help.alipay.com/lab/question.htm) (select international business → overseas users).
13. Can I add additional Alipay<sup>®</sup>HK Account owned by my relatives / friends?  
Yes, you can add Alipay<sup>®</sup>HK Accounts owned by your relatives or friends through Standard Chartered Online Banking up to a maximum of 40 accounts (or a maximum of 10 accounts per day).