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HSBC Malta rolls out quicker and simpler business client onboarding experience

As part of its digital strategy, HSBC Malta has launched One Form, which will help new commercial banking customers open an account more quickly and efficiently. Through this new process, all the necessary documentation required at the account opening stage has been amalgamated into one user-friendly and interactive PDF form, which can be signed by the customers using Adobe Live Sign electronic signature software.

The key customer benefits of the new onboarding procedure are the time saved and the reduction in the number of forms which need to be completed, resulting in less paper being consumed.

After the bank reviews the potential customer, the required One Form is sent via email to the customer for completion and electronic signature. Once the form is completed and the bank concludes all the requisite checks, the account is opened and the customer will immediately be able to access HSBCnet, the bank's online banking platform.

Joyce Grech, Head of Commercial Banking at HSBC Malta, said "Across the HSBC Group, there is a strong concerted effort to enhance the business customer journey, acting on customer feedback received. One Form is another way to make it easier for our customers to do business with us and to cut red tape."



PHOTOCAPTION: HSBC Malta rolls out quicker and simpler business client onboarding experience

HSBC Bank Malta p.l.c.

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HSBC Group

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