

Instant Fund Transfers through MauCAS

Frequently Asked Questions



1. What is MauCAS?

The Mauritius Central Automated Switch (MauCAS) is owned and operated by the Bank of Mauritius for facilitating instant payments and transfers among banks and non-bank operators through cards, mobile phone and other channels on a 24x7 basis.

2. Which services can I avail now that HSBC is linked with MauCAS?

- ◆ Transfer funds to your e-wallet directly from your registered HSBC deposit account(s) and access a range of services available through your e-wallet
- ◆ Instantly receive funds in my HSBC deposit accounts from other participating local banks and e-wallet anytime.

3. What is an e-wallet?

An e-wallet is an account which is used to make transfers and payments digitally through a smartphone or a computer whenever required.

4. What is an e-wallet provider?

An e-wallet provider can be a banking or non-banking institution which is also connected to MauCAS and provides their registered users with access to their e-wallet account either through their mobile application and/or website.

5. **Does HSBC Mauritius have an e-wallet?**

No.

6. **How to obtain an e-wallet?**

You must register directly with a local e-wallet provider linked to MauCAS. Example of a local e-wallet provider is my.t money.

7. **How to transfer funds from my HSBC account through my e-wallet?**

- ◆ You must first register with a local e-wallet provider and link your HSBC deposit account.
- ◆ For now, you may only transfer funds from your HSBC account to your e-wallet and then from your e-wallet to any other local bank account.

8. **Which other services are available with an e-wallet?**

You should contact the e-wallet provider for more details.

9. **Which HSBC accounts can be registered to a local e-wallet?**

You can register your active individual Mauritian Rupees (MUR) savings or current accounts. Joint accounts cannot be registered for the moment, same will be available at a later stage.

10. **How many HSBC accounts can be registered on an e-wallet?**

You may register several bank accounts on an e-wallet. However, you will not be able to register the same bank account (number) on more than one e-wallet.

11. **Can I receive funds instantly in my HSBC accounts?**

Yes. You may receive funds, up to a maximum amount of Rs.100,000, in your HSBC deposit account in Mauritian Rupee even if your HSBC accounts are not linked to any local e-wallet.

12. **Can I send funds instantly from my HSBC accounts to other local bank accounts without using an e-wallet?**

For now, you can only send funds instantly through your e-wallet. More options will be available soon.

13. **What should I do in case the registration of my HSBC account to an e-wallet fails?**

Please [contact us](#) or visit any of our branches, we will assist you.

Important note

Do ensure that your bank account is active and bank details are up to date with us to facilitate the registration of your HSBC bank account with the e-wallet provider.

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