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HSBC has partnered with PayNet to deliver Cashless Payments at KPJ Hospitals

DuitNow QR enables instant, digital and contactless payments
for patients to pay their medical bills

HSBC Malaysia and Payments Network Malaysia Sdn Bhd (PayNet) has enabled DuitNow QR contactless payments for hospitals under KPJ Healthcare Berhad (KPJ), beginning with those located in Kuala Lumpur. This allows contactless payments for the safety and welfare of their patients. This convenient payment option will be first deployed at the Drive-Thru Covid-19 Test facility, and later expanded to other wellness and health packages offered by KPJ Tawakkal.

On 4 May, KPJ Tawakkal became the first hospital in the KPJ Healthcare hospital chain to adopt DuitNow QR, the national QR code standard developed in line with Bank Negara Malaysia's Interoperable Credit Transfer Framework (ICTF). One of the key advantages of DuitNow QR is that it is interoperable, whereby patients can scan and pay from their preferred mobile banking or e-wallet provider.

Patients can make bookings in advance for their wellness programs and Covid-19 screening and pay by scanning the DuitNow QR Code found at KPJ Tawakkal's Drive-Thru payment kiosk, website, mobile app, Instagram or Facebook. It is quick and easy, and allows patients to avoid having to queue at hospital counters.

"The Covid-19 pandemic and the CMCO continues to impact businesses in Malaysia and we believe that we can support our clients by supporting their customers and providing them with efficient access to payment and collection services during this unprecedented time, and our solution for KPJ is a testament to that belief. At HSBC our approach to cash management is focused on digitising eco systems and providing a holistic approach to customer solutions. I am really excited about DuitNow QR, Omni Channel and a host of other solutions we will be launching in the coming months. Innovation lies at the heart of cash management at HSBC and we are really proud of what our Global Liquidity & Cash Management business has delivered for us in 2020," said **Andrew Sill, Country Head of Commercial Banking, HSBC Malaysia.**

"Our partnership with PayNet has allowed us to support KPJ to quickly offer DuitNow QR payments to their patients and customers. We are rolling out this contactless payment mechanism to another 14 KPJ hospitals by June 2020, having learned how important it is for us to fast track digital transformation especially for healthcare as it continues to be an essential sector for Malaysia," shared Andrew.

"As the operator of Malaysia's national DuitNow QR code system, we are very pleased to see DuitNow QR contactless payments playing a role to help fight the virus," said **Peter Schiesser, Group Chief Executive Officer of PayNet.**

HSBC Bank Malaysia Berhad

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“For KPJ , not only is DuitNow QR a payment method for the Drive-Thru Covid-19 screening test but also for the settlement of medical bills without the need for physical contact. In addition, KPJ has signed up as a JomPAY biller, allowing their patients to also make payments to KPJ using its JomPAY biller code.”

He added that JomPAY is Malaysia's national bill payment scheme where customers can easily pay over 5,100 registered billers using Internet or Mobile banking.

KPJ Healthcare's President & Managing Director YBhg Dato' Amiruddin Abdul Satar, said “We are happy to be the first healthcare service provider in Malaysia to offer DuitNow QR for the payment of healthcare services for our patients' and customers' convenience. Online payments also allow us to be more efficient. KPJ is actively embracing digital transformation and innovative solutions and DuitNow QR is aligned with our corporate value in striving for continuous improvement for our patients. For those coming for Drive-Thru Covid-19 screening at KPJ Hospitals, they can use DuitNow QR without even having to step out of their car.”

In meeting the needs of businesses to receive payments quicker, especially during these extraordinary times, HSBC Malaysia is going one step further by launching the 'JomPAY Biller' and 'DuitNow QR' bulk implementation program.

“Under this program, the implementation timeline is compressed into 1 day instead of the standard 1 to 2 weeks,” added Andrew. “Merchants will receive a special DuitNow QR code via email within a day and they can start offering this contactless payment option. The DuitNow QR can be printed or uploaded on various payment or social media channels and used immediately to collect instant QR payments from customers of any participating bank or e-wallet provider, hence providing a cashless and seamless payment experience to their customers.”

For more information on the 'JomPAY Biller' and 'DuitNow QR' bulk implementation program, please contact your Relationship Manager or Global Liquidity and Cash Management Sales or Service Manager today.

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Note to editors:

HSBC Bank Malaysia Berhad

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The Hongkong and Shanghai Banking Corporation Limited

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