



## **Important information regarding Global View/Global Transfers and accounts at HSBC New Zealand**

Date: 10 October 2023

Dear Valued Customers,

We would like to inform you that due to the winding down of Wealth and Personal Banking business within HSBC New Zealand, the Global View Global Transfer ("GVGT") for HSBC New Zealand ("HSBC NZ") account(s) will be discontinued effective 1 December 2023.

For more details including HSBC NZ account closure process, you may visit [HSBC New Zealand website](#).

### **What are the impacts on the Transfer on International Payments & Transfers?**

After 30<sup>th</sup> of November 2023, the Global View (GV), Global Transfer (GT) and Global Transfers to Family and Friends (GTFF) services for/to HSBC NZ accounts will no longer be supported.

If you have access to GV/GT/GTFF services, this means that:-

- (i) any accounts with HSBC NZ linked to the GV service on your HSBC Malaysia Online Banking, it will no longer include your account balances with HSBC NZ and any related information;
- (ii) GT or GTFF service to send remittances to account with HSBC NZ will no longer be available; and
- (iii) any saved international payees to HSBC NZ accounts under Global Transfer will no longer be available. For any future international payments

to your beneficiaries in New Zealand, you may make a transfer via Telegraphic Transfer on HSBC Malaysia Online Banking or visit any of our branches. Please note that [fees and charges](#) may be incurred.

For more information on the alternative payment services, please visit [HSBC Malaysia website](#).

If you need further help, you may call the numbers listed below.

Local call number: 1300 88 1388

International call number: +603 8321 5400

Operation hours: 7:30am - 9:30pm

Thank you for choosing HSBC. It's always a pleasure to serve you.

Issued by: HSBC Malaysia Berhad & HSBC Amanah Malaysia Berhad

## Appendix

### FAQs:

#### **1. Why can't I transfer funds to New Zealand which could previously be transferred via HSBC Global Transfers?**

**A:** There are changes to our Global Transfer services with effect from 30<sup>th</sup> November 2023 (effective date). In lieu of which you will no longer be able to transfer funds to own HSBC account or third-party HSBC accounts in New Zealand ("impacted countries / regions"). Your relevant registered payees will also be removed from the effective date, and you will have to re-add them as new payee for other global payments in HSBC Malaysia app or HSBC Online Banking. After the Effective Date, you can still transfer to the impacted countries / regions via other global payments journey for which charges might be imposed by correspondent and / or payee banks.

#### **2. Can I still make transfers to New Zealand beneficiaries through Swift/Wire? So, what would be the impact on payment regarding Turn Around Time (TAT)?**

**A:** Yes, you can continue to make international transfers to beneficiaries in New Zealand after 30<sup>th</sup> November 2023, the transfers would happen via regular payment channels which might incur fees as applicable.

#### **3. Will my existing payees get auto deleted and will I need to re add the payees?**

**A:** Yes, on 30<sup>th</sup> November 2023 by 23.59 (New Zealand time), all your HSBC New Zealand beneficiaries added as payees will get auto deleted and will need to be added again for international payment channels.

#### **4. What will happen to future dated payments set up for Global transfers to your own account and Global transfers to third-party HSBC accounts?**

**A:** All future dated payments set up within HSBC Global Transfers to your own account and Global Transfers to third-party HSBC accounts will be cancelled by 30 Nov 2023 before 23:59 (New Zealand time).

Your relevant registered international payees to HSBC New Zealand will be removed on 30 Nov 2023 by 23:59 (New Zealand time). For any future international payments to your beneficiaries, you will have to set them up as a new payee with the new International Bank Account Number (IBAN).