

Notice on Amendments to Existing Notice for Authorisation of Representative to Operate Banking Account

15 March 2023

Dear Valued Customers,

We hereby give notice on the changes for authorisation of representative to operate banking account.

Amended clauses are as below:

Existing Notice	Amended Notice
All our customers have been informed earlier of the HSBC Bank Malaysia Branch Network Optimisation which introduced automated cash machines. As such, over the counter cash services has been demised and we would like to inform you that effective 24 January 2022, the option to authorise for cash withdrawal (up to 3 times in a month and capped at total MYR3,000.00 per month) will be no longer available for authorised person.	All our customers have been informed earlier of the HSBC Bank Malaysia Branch Network Optimisation which introduced automated cash machines. As such, over the counter cash services has been demised and we would like to inform you that effective 24 January 2022, the option for individual customers to authorize a representative for cash withdrawal over the counter will be no longer available.
Thus, as an alternative, individual customers (who are senior citizen or physically impaired) may sign the standing instruction form to transfer a sum of amount to authorised person's HSBC account for a duration up to six months.	Thus, as an alternative, individual customers may sign the <u>Letter of Authorisation of Representative to Operate Banking Account form</u> and <u>Standing Instruction form</u> to authorise monthly fund transfer (maximum capped at total RM3,000 per month) to the authorised person's HSBC account for a duration up to six months.
<p>Individual customer (Sole account only)</p> <ol style="list-style-type: none"> Complete the <u>Letter of Authorisation of Representative to Operate Banking Account form</u>. Submit the completed form with supporting documents to any HSBC/ HSBC Amanah branch. Both the accountholder and the authorised person must be present at branch for identity verification. Application is subject to approval by HSBC Bank Malaysia Berhad / HSBC Amanah Malaysia Berhad. <p>Documents required:</p> <ul style="list-style-type: none"> NRIC / Passport of account holder. NRIC / Passport of authorise person. 	<p>Individual customer</p> <ol style="list-style-type: none"> Complete the <u>Letter of Authorisation of Representative to Operate Banking Account form and Standing Instruction form</u>. Submit the completed form with supporting documents to any HSBC/ HSBC Amanah branch. Application is subject to approval by HSBC Bank Malaysia Berhad / HSBC Amanah Malaysia Berhad. <p>Documents required:</p> <ul style="list-style-type: none"> NRIC / Passport of account holder. NRIC / Passport of authorise person. Documentary evidence of medical bill, medical condition, insurance/takaful or education (if applicable)

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| <ul style="list-style-type: none">• Medical certificate on customer's health conditions.• Documentary evidence of medical bill, insurance/takaful or education (if applicable). | |
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Amended Notice for Authorisation of Representative to Operate Banking Account can be found [here](#).