

Authorisation of Representative to Operate Banking Account

Date: 01/01/2022

Dear Valued Customers,

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. 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.

Please follow these steps to submit a request to us.

Individual customer (Sole account only)

1. Complete the [Letter of Authorisation of Representative to Operate Banking Account form](#)
2. Submit the completed form with supporting documents to any HSBC/ HSBC Amanah branch.
3. Both the accountholder and the authorised person must be present at branch for identity verification.
4. Application is subject to approval by HSBC Bank Malaysia Berhad / HSBC Amanah Malaysia Berhad.

Documents required:

- NRIC / Passport of account holder.
- NRIC / Passport of authorise person.
- Medical certificate on customer's health conditions.
- Documentary evidence of medical bill, insurance/takaful or education (if applicable)