

## Updates - Discontinuation of Safe Deposit Lockers at HSBC Ipoh Road Branch (IPR)

1 September 2021

Dear Valued Customers,

As informed in our notice dated 8 June 2021, the Safe Deposit Locker (SDL) services at our HSBC Ipoh Road Branch (IPR) on Jalan Ipoh, Kuala Lumpur were discontinued effectively on 8 June 2021.

Existing HSBC customers with SDL accounts at our HSBC Ipoh Road Branch (IPR) were advised to visit the branch to remove the contents of their SDL box and close it by 10 September 2021.

Please be informed that we have exceptionally extended the deadline to remove the contents of your SDL box and close it by or before end of business day (4:00pm) to **12 November 2021 (“Last Date”)**. As such we request your urgent action by the Last Date to avoid the force opening procedure, as no further extension will be granted. Additionally, we are pleased to inform that the SDL services at the IPR Branch have been extended up to 4:00pm (Monday to Friday except public holiday), to meet your convenience.

Once again, we would like to thank our customers for the trust in banking with us and would like to offer our apologies in advance should you experience any inconvenience during this process.

If you have any questions, please contact your Relationship Manager or visit the branch for further assistance.

Thank you



## Frequently Asked Questions (FAQs) on SDL Closure

We have updated our FAQs to reflect the extension of SDL closure till 12 November 2021. Please refer to the updated FAQs as follows:

1	Why is HSBC discontinuing the Safe Deposit Locker (SDL) facility at this branch?	Safe Deposit Locker (SDL) facility at HSBC Ipoh Road Branch (IPR) is no longer within our business priorities.
2	I have an SDL at IPR. What should I do next?	<p>Please visit our HSBC Ipoh Road Branch (IPR) during banking hours to close the SDL account and retrieve the contents in your locker by 12 November 2021.</p> <p>Any annual fees already paid will be refunded on a pro rata basis with the amount credited into your HSBC savings account on the closure date of your SDL.</p>
3	I have lost my SDL key. Can I still close my account and retrieve the contents in my locker?	Yes. A request to force open your locker can be made and the cost of the exercise will be borne by you.
4	For Joint Account Holders What should you do if your joint renter(s) are not able to be present at the branch to close the Locker?	
	Our SDL Locker is a joint account. Must all joint renters be present at the branch to close the account? or Can only the key holder request to close the account?	Any of the joint renters of the account and in possession of the Locker key may request to close the related account and retrieve the contents of the Locker, with or without the presence of the other joint renter(s).
	I'm a joint renter of my SDL Locker but I do not have the locker key. Can I still request to close the account and retrieve the contents of the locker?	<p>Yes. However, you will need to present a Representative Authorisation Letter (template enclosed in our emails to account holders) completed and signed by the other joint renter(s) in order for the Bank to proceed with your force open request to retrieve the contents in your Locker and close the related account by 12 November 2021. You will have to bear the cost of the force open exercise.</p> <p>The authorisation letter is only applicable for Joint renters of the SDL and is only required to be furnished when the co-renter(1) of the SDL who is the Key Holder is not present for closure. For avoidance of doubt, this means a co-renter(1) of the SDL who has the key to the SDL can attend to the closure of the SDL and need not furnish any authorization letter from the other co-renter(2).</p>

5	I/We am/are not able to visit the branch before 12 November 2021 to close the account and retrieve the contents of the Locker. Can I authorise a representative to do it on my/our behalf?	We are unable to accept any authorisation of third-parties (non-account holders of the SDL) for access or closure of the SDL. This is a precautionary security measure. Your understanding is greatly appreciated.
6	Do I need to make an appointment to perform the closure of account?	<p>It is not necessary to make an appointment before 12 November 2021, unless advised otherwise by the SDL team in IPR. You can walk-in to complete closure of your SDL account within the branch operational hours as listed on our <a href="#">website</a>.</p> <p>Post 12 November 2021, all impacted SDL customers who have yet to close their SDL accounts must make an appointment through our contact centre or SDL team at IPR. This is due to the Bank's SDL force opening activity which will be effective after 12 November 2021 and customers will not be allowed access to their SDL without prior appointments made.</p>
7	<p>What happens if I do not close my SDL account by the Last Date or</p> <p>I am unable to return to Malaysia / travel by the Last Date (e.g. due to Covid-19 travel restrictions)?</p>	<p>The Last Date of SDL to remove content of and close your SDL is 12 November 2021. If you are unable to perform the closure by the Last Date, the Bank will proceed with our Force Opening procedure and keep your safe content in the Bank's vault until you are able to collect it.</p> <p>The collection point of forced open content is nearest Branch with SDL Facility. Please contact the IPR team for further information.</p>
8	<p>How will the Bank's force opening procedure be conducted?</p> <p>(Where customer has not closed and claimed the contents of their SDL locker, by the 'Last Date')</p>	The force opening procedure will be conducted in the presence of two bank employees and an appointed external lawyer.
9	<p>How will the safe contents from the Bank's force opening procedure be kept?</p> <p>(Where customer has not closed and claimed the contents of their SDL locker, by the 'Last Date')</p>	The contents will be itemized, recorded and sealed in an envelope/ box and securely kept in the Bank's vault until the SDL renter(s) collects them.

10	<p>Who pays for the Bank's SDL force opening procedure?</p> <p>(Where customer has not closed and claimed the contents of their SDL locker, by the 'Last Date')</p>	<p>This is a Bank initiated procedure and all cost pertaining to the procedure will be borne by the Bank. Customers who do not remove the content of and close their SDL accounts by 12 November 2021 will continue to be charged their usual monthly fee until the force open procedure is completed.</p>
11	<p>What can I prepare ahead of my visit to the branch?</p>	<p>You may download the Cancellation of Standing Instruction form at <a href="https://www.hsbc.com.my/help/forms/">https://www.hsbc.com.my/help/forms/</a> and prefill the relevant details before your branch visit for quicker service.</p> <p> Cancellation or Amendment of Standing Instruction (PDF)</p>
12	<p>How do I reach out to HSBC if I have further queries?</p>	<p>You may contact our Contact Centre Live Chat at <a href="https://www.hsbc.com.my/contact">https://www.hsbc.com.my/contact</a> from Monday - Friday (9am – 9pm) or alternatively our HSBC Customer Services Team at 1300 88 1388 or +603 8321 5400 (International).</p>