

Updates - Discontinuation of Safe Deposit Lockers in HSBC Kuala Lumpur Main Branch (KLH)

We have made changes to our notice published on 23 November 2020 for better clarity.

28 January 2021

Dear Valued Customers,

We wish to inform that Safe Deposit Locker (SDL) services at our HSBC Kuala Lumpur Main Branch (KLH) on Jalan Lebu Ampang, Kuala Lumpur will be discontinued effectively on 01 March 2021.

Existing HSBC customers with SDL accounts at our HSBC Kuala Lumpur Main Branch (KLH) have been advised to visit the branch to remove the contents of their SDL box and close it by end of business day (4:00pm) on **31 May 2021** to avoid any potential drilling, force open and fees.


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 business transfer process.

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

Frequently Asked Questions (FAQs) on KLH SDL Closure

1	Why is HSBC discontinuing the Safe Deposit Locker (SDL) facility at this branch?	Safe Deposit Locker (SDL) facility at HSBC KL Main Branch (KLH) is no longer within our business priorities.
2	I have an SDL at KLH. What should I do next?	Please visit our HSBC KL Main Branch (KLH) during banking hours to close the SDL account and retrieve the contents in your locker by 31 May 2021. 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 Locker.
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	<p>For Joint Account Holders What should you do if your joint owner(s) are not able to be present at the branch to close the Locker?</p> <p>Our SDL Locker is a joint account. Must all joint owners be present at the branch to close the account? or Can only the key holder request to close the account?</p> <p>I'm a joint owner 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>	<p>Any of the joint owners 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 owner(s).</p> <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 owner(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 31 May 2021. You will have to borne the cost of the force open exercise.</p> <p>The authorisation letter is only applicable for Joint owners of the SDL and is only required to be furnished when the co-owner of the SDL who is the key holder is not present for closure. For avoidance of doubt, this means a joint-owner of the SDL who has the key to the SDL can attend to the closure of the SDL, without the presence of the other joint-owner(s) and need not furnish any authorisation letters from the other joint-owner(s).</p>
5	<p>I/We am/are not able to visit the branch before 31 May 2021 to close the account and retrieve the contents of the Locker. Can I authorise a representative to do it on my/our behalf?</p>	<p>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.</p>
6	<p>Do I need to make an appointment to perform the closure of account?</p>	<p>It is not necessary to make an appointment before 1 June 2021, unless advised otherwise by the SDL team in KLH. You can walk-in to complete closure of your SDL account within the branch operational hours as listed on our website.</p> <p>Post 1 June 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 KLH. This is due to the force open activity which will be effective from 1 June 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</p> <p>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 bank has already extended the Last Date of SDL closure to 31 May 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 currently our HSBC Bukit Bintang Branch. Please contact the KLH team for further instructions post 1 June 2021.</p>
8	How will the force opening procedure be conducted?	The force opening procedure will be conducted from 1 June 2021 onwards in the presence of two bank employees and an appointed external lawyer.
9	How will the safe contents from the force opening procedure be kept?	The contents will be itemized, recorded and sealed in an envelope/ box and securely kept in the Bank's vault until the SDL owner(s) collects them.
10	Who pays for the SDL force opening procedure after 1 June 2021?	This is a Bank initiated procedure and all cost pertaining to the procedure will be borne by the Bank. Customers who have yet to close their SDL accounts prior to 1 June 2021 will continue to be charged their usual monthly fee until the force open procedure is completed.
11	What can I prepare ahead of my visit to the branch?	<p>You may download the Cancellation of Standing Instruction form at https://www.hsbc.com.my/help/forms/ and prefill the relevant details before your branch visit for quicker service.</p> <p> Cancellation or Amendment of Standing Instruction (PDF)</p>
12	How do I reach out to HSBC if I have further queries?	<p>You may contact our KLH SDL team at +603 2075 3243 during banking hours or Contact Centre Live Chat at https://www.hsbc.com.my/contact/</p>

Thank you