

EMAIL & PUSH ALERTS FOR MORE ONLINE AND MOBILE BANKING TRANSACTIONS

13 August 2026

Dear Valued Customers,

Effective **13 September 2026**, HSBC will extend email and push notifications to cover additional online and mobile banking transaction journeys. This enhancement is to provide you with timely notifications on your digital banking activities via email and the HSBC Malaysia Mobile Banking app.

Transaction / activity alerts to be newly enabled:-

A) Debit notifications (for successful transactions)

- Own account transfer
- Payment to own HSBC Credit Card/-i
- JomPAY (Bill Payment)

B) Add payee notification

- Successful addition of a payee to your saved payee list

How to receive push notifications on your HSBC Malaysia app

To receive push notifications, please follow the steps below:

1. Turn on notifications on the 'Push notification preferences' screen in the app, AND
2. Allow the HSBC Malaysia Mobile Banking app to send you notifications in your mobile device's Notifications settings.

To receive email notifications

To ensure you receive email alerts, please keep your email address up to date via the Update Personal Details journey on HSBC Malaysia Online Banking page.

You may refer to our [FAQ](#) for a step-by-step guide and other important information about push notifications.

Should you require any further assistance, please [contact us](#).

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

Issued by: **HSBC Bank Malaysia Berhad & HSBC Amanah Malaysia Berhad**