

Email Statement FAQs

1. What is Email Statement?

Email Statement is your statement in PDF form that is sent to your registered email address with HSBC/HSBC Amanah.

2. Is there a fee for Email Statements?

No. It is free of charge.

3. Will I continue to receive paper statements after enrolling for Email Statements?

No. We will stop mailing paper statements to your registered address. You will receive your statement in PDF form via an email from HSBC/HSBC Amanah Malaysia.

4. I have a joint account with my husband and I have enrolled for Email Statements but my husband has not enrolled for Email Statements, will my husband and I receive Email Statements?

Only you will receive Email Statement for the joint account whereas your husband will continue to receive paper statement sent to the registered address of the joint account and the Paper Statement Fee will apply. If your husband wishes to receive Email Statement, he may visit the nearest branch or call our Contact Centre at 1300-88-1388 to register his email address and request for Email Statement.

5. If I change my mind, how do I switch back to hardcopy paper statements?

You may change your preference on Personal Internet Banking (PIB) at your convenience or you can visit your nearest branch for assistance. Please note that the Paper Statement Fee of RM1.00 (subject to applicable tax, if any) per (each set of) hardcopy statement will apply.