



Targeted Assistance Programme/Scheme for Retail Customers/Individuals

For **retail/individual customers** who is experiencing a reduction of salary/income (anytime from 1 January 2020) and need additional financial support, you may apply for a **reduction of monthly payments** by 31 December 2020:

Please submit your request, with your full name as per NRIC, loan/financing account number and **any of the following documents to Defer-Support@hsbc.com.my**:

- any 1 month's payslip from between Jul–Dec 2019 and your latest payslip showing the salary reduction OR
- any 1 month's personal or business bank account statement from between Jul–Dec 2019 and your latest statement OR
- a copy of your EPF statement from between Jul–Dec 2019 and your latest statement OR
- a letter from your employer confirming the reduced salary paid to you

For requests of assistance required **if spouse/a household member is** experiencing a reduction of salary/income (anytime from 1 January 2020), please include **their documents as per above and** also include any of the following documents as proof of relationship in your application:

- a copy of the marriage certificate to the applicant OR
- a copy of spouse/household member's Malaysian IC (with the same correspondence address as applicant) OR
- a copy of any utility bill in spouse/household member (with the same correspondence address as applicant) OR
- a copy of spouse/household member's latest personal or business bank account statement (with the same correspondence address as applicant)

Note: Please read and agree to our [HSBC Malaysia/ HSBC Amanah Targeted Assistance Programme Terms](#) before submitting your request.

By submitting your request for financial assistance, you are deemed to have read and agreed to the Terms above.

The targeted assistance programme is not automatic and is by application only, subject to the bank's review and approval.

Please submit your request and documents via email and our team will review and respond via email/SMS within five (5) business days. Applications received after 4.30pm will be recognized as next day submission.

For more information, please read our [Frequently Asked Questions – HSBC Targeted Assistance Programme](#).

