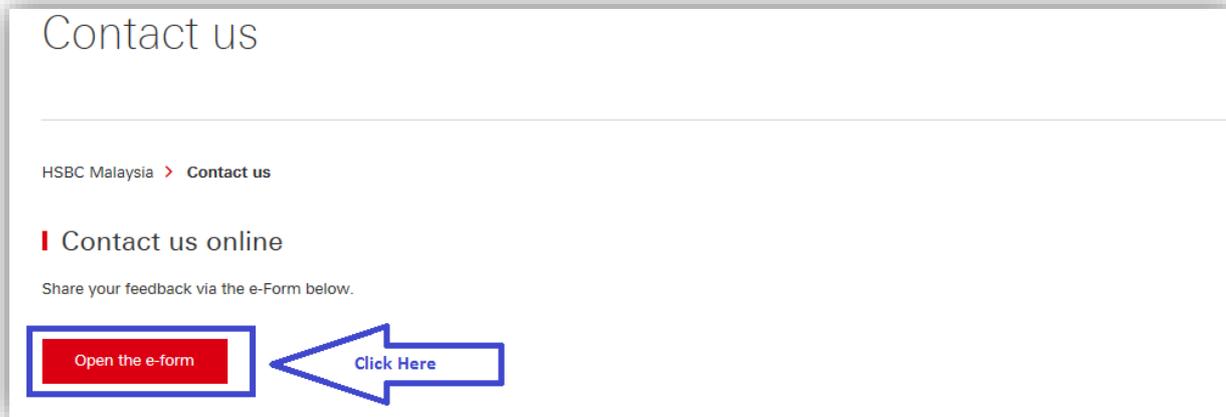


Guide to complete e-form

Step 1: Log on to **HSBC Contact Us e-form:** <https://www.hsbc.com.my/contact/>

Step 2: Click on “Open the e-form”



Step 3: Under Subject, select General Enquiry.

Step 4: Under Feedback/Enquiry on, select ‘Deposit/Loans/Financing’

Step 5: Fill in Name, NRIC/Passport number, Country, and Email registered with the Bank. We will contact you via contact details maintained in our system.

Step 6: Put in your request under Comments. Please do not include sensitive information here, such as account number, date of birth, etc . We will contact you for further details from you.

Step 7: Click Submit and we will call you within 3-5 working days.

3 Select **General Enquiry**

4 Select **Deposits/Loans/Financing**

5 Complete personal details
Email field is required

6 Input request here
I would like to set up an LOA to authorize transactions via email. Kindly direct this request to [home branch].
OR
I have an LOA already set up and would like to authorize [transaction]. Please direct this request to [home branch]

7 SUBMIT