

# Overseas HSBC Group's ATM (GATS) Cash Withdrawal and Cash Advance Service Notice

30 January 2024

Dear Valued Customers,

Effective **1 March 2024**, the Overseas HSBC Group's Automated Teller Machine (ATM) service (GATS) will cease to support all HSBC/HSBC Amanah Debit, Credit and Business ATM Cards/-i issued by HSBC Malaysia.

All ATM cash withdrawal and cash advance transactions performed using HSBC/HSBC Amanah Debit, Credit and Business ATM Cards/-i at HSBC and non-HSBC ATMs outside Malaysia will be processed by VISA or MasterCard network.

By default, HSBC Malaysia will block any HSBC/HSBC Amanah Debit Card/-i holders from making any overseas ATM withdrawal transactions. Customers can choose to activate the overseas transaction function for overseas ATM withdrawal by contacting HSBC Call Centre or by walking into a local branch.

Chargeable fees for overseas cash withdrawal and cash advance transactions at VISA/Mastercard (non-MEPS) ATM network can be found in our Tariff and Charges which is available at [hsbc.com.my](https://hsbc.com.my) / [hsbcamanah.com.my](https://hsbcamanah.com.my).

Card Type	Cash Withdrawal at VISA / Mastercard Network		Cash Advance at VISA / Mastercard Network (HSBC & Non-HSBC ATM located outside of Malaysia)	Cash Withdrawal/ Cash Advance at Overseas HSBC Group's ATM (GATS)
	HSBC ATM located outside of Malaysia	Non-HSBC ATM located outside of Malaysia		
<ul style="list-style-type: none"> <li>• HSBC/HSBC Amanah Premier Everyday Global Visa Debit Card/-i</li> <li>• HSBC/HSBC Amanah Premier Visa Debit Card/-i</li> <li>• HSBC/HSBC Amanah Premier Junior Savers Visa Debit Card/-i</li> </ul>	MYR10 per transaction OR ^No charge	MYR10 per transaction (Unchanged)	Not Applicable	Ceased Service
<ul style="list-style-type: none"> <li>• HSBC/HSBC Amanah Advance Everyday Global Visa Debit Card/-i</li> <li>• HSBC/HSBC Amanah Advance Visa Debit Card/-i</li> </ul>	MYR10 per transaction OR ^MYR5 per transaction	MYR10 per transaction (Unchanged)	Not Applicable	Ceased Service
<ul style="list-style-type: none"> <li>• HSBC/HSBC Amanah Everyday Global Visa Debit Card/-i</li> <li>• HSBC/HSBC Amanah Visa Debit Card/-i</li> </ul>	MYR10 per transaction OR ^MYR5 per transaction	MYR10 per transaction (Unchanged)	Not Applicable	Ceased Service



<ul style="list-style-type: none"> <li>• <b>HSBC Credit Card</b></li> </ul>	MYR10* per transaction OR ^MYR5 per transaction*	MYR10* per transaction (Unchanged)	5% of the amount advanced or a minimum of MYR15 (whichever is higher) per transaction (Unchanged)	Ceased Service
<ul style="list-style-type: none"> <li>• <b>HSBC Amanah Credit Card-i</b></li> </ul>	MYR10* per transaction OR ^MYR5 per transaction*	MYR10* per transaction (Unchanged)	RM50 for each transaction and maximum limit is RM1,000 per withdrawal (Unchanged)	Ceased Service
<ul style="list-style-type: none"> <li>• <b>Business ATM Card/-i (HSBC Fusion)</b></li> </ul>	MYR10 per transaction (Unchanged)		Not Applicable	Ceased Service

^Fee applicable at selected HSBC ATM located outside of Malaysia. Please refer here [List of overseas HSBC ATM](#) (with effect from 1 March 2024)

\*Cash withdrawal from the linked HSBC/HSBC Amanah Current/Saving Account/-i.