

# Updates on Credit Card/-i and Debit Card/-i Transaction Alerts

**Dear Valued Customers,**

Effective 26 June 2026 for Credit Card/-i transactions and 27 June 2026 for Debit Card/-i transactions, your transaction alerts will be treated as essential alerts.

## Alerts for Credit Card/-i transactions

- Push notification via the HSBC Malaysia Mobile Banking app, or
- SMS

## Alerts for Debit Card/-i transactions

- Push notification via the HSBC Malaysia Mobile Banking app, and
- Email
- SMS will remain as alternative channel

To receive transaction alerts promptly, please ensure push notifications are enabled on your mobile device and in the HSBC Malaysia Mobile Banking app. For more information, please refer to our [Push Notification FAQ](#).

Please also ensure your email address and mobile number are up to date so you don't miss any alerts. To update your contact details, please visit your nearest HSBC / HSBC Amanah branch or contact us via our Contact Centre hotlines:

|                             | <b>Local call number</b> | <b>International call number</b> |
|-----------------------------|--------------------------|----------------------------------|
| <b>HSBC Premier</b>         | <b>1300 88 9393</b>      | <b>+603 8321 5208</b>            |
| <b>HSBC Bank Malaysia</b>   | <b>1300 88 1388</b>      | <b>+603 8321 5400</b>            |
| <b>HSBC Amanah Malaysia</b> | <b>1300 80 2626</b>      | <b>+603 8321 5200</b>            |

If you have any questions, please contact us.

Thank you for choosing HSBC.