



## **Important information regarding your banking relationship with HSBC Bahrain with regards to International Payments and Transfers**

Date: 13 Oct 2025

Dear Valued Customers,

We would like to inform you that HSBC Bank Middle East ("HSBC") has agreed to transfer its retail banking operations in Bahrain ("HSBC Bahrain"), including its branch retail loans, deposits, credit cards and accounts of all retail (consumer) customers, to Bank of Bahrain and Kuwait B.S.C. (BBK)

The transfer of business is expected to be completed in Q4 of 2025.

### **What are the impact of the Transfer on International Payments & Transfers following the transfer of HBC Bahrain's retail business banking to BBK?**

The Global View (GV), Global Transfer (GT) and Global Transfers to Family and Friends (GTFF) services for HSBC Bahrain accounts will no longer be supported effective 23 November 2025 00:00 AM Bahrain Time onwards.

If you have access to GV/GT/GTFF services, this means that: -

- (i) If you have any accounts with HSBC Bahrain linked to the GV service on your HSBC Malaysia Online Banking, it will no longer include your account balances with HSBC Bahrain and any related information.
- (ii) GT or GTFF service to send remittances to account with HSBC Bahrain will no longer be available; and
- (iii) any saved international payees to HSBC Bahrain accounts under Global Transfer will no longer be available effective 23 Nov 2025 00:00 AM

Bahrain time. For any future international payments to your beneficiaries in Bahrain, you may make a transfer via Telegraphic Transfer or [Global Money Transfer \("GMT"\)](#) as an alternative payment channel on HSBC Malaysia Online Banking or visit any of our branches. Please note that fees and charges may be incurred.

For more information regarding payment methods, please visit [HSBC Malaysia website](#).

For more information regarding HSBC Bahrain, please refer to [HSBC Bahrain Public Website](#).

If you need further help, you may call the numbers listed below.

Local call number: 1300 88 1388

International call number: +603 8321 5400

Operation hours: 7:30am - 9:30pm

Thank you for choosing HSBC. It's always a pleasure to serve you.

Issued by: HSBC Malaysia Berhad & HSBC Amanah Malaysia Berhad