



## **Important information regarding Global View/Global Transfers and accounts for HSBC Continental Europe in France**

Date: 26 December 2023

Dear Valued Customers,

We would like to inform you that due to the sale of HSBC Continental Europe's retail banking business in France to CCF, the Global View Global Transfer ("GVGT") for HSBC Continental Europe account(s) will be discontinued effective 22 December 2023. All HSBC Continental Europe customers will be transferred to CCF ("the Transfer").

For more details, you may visit [HSBC Continental Europe website](#).

### **What are the impacts on the Transfer on International Payments & Transfers?**

After 21<sup>st</sup> of December 2023, the Global View (GV), Global Transfer (GT) and Global Transfers to Family and Friends (GTFF) services for/to HSBC Continental Europe accounts will no longer be supported.

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

- (i) any accounts with HSBC Continental Europe linked to the GV service on your HSBC Malaysia Online Banking, it will no longer include your account balances with HSBC Continental Europe and any related information;
- (ii) GT or GTFF service to send remittances to account with HSBC Continental Europe will no longer be available; and
- (iii) any saved international payees to HSBC Continental Europe accounts under Global Transfer will no longer be available. For any future

international payments to your beneficiaries in France, you may make a transfer via Telegraphic Transfer on HSBC Malaysia Online Banking or visit any of our branches. Please note that [fees and charges](#) may be incurred.

For more FAQs, please find the Appendix below.

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

## Appendix

### FAQs:

#### **1. What happens to my international registered payees that have been set up for HSBC Continental Europe payments and transfers?**

**A:** Your relevant registered international payees to HSBC Continental Europe will be removed on 22 Dec by 00:00 France time / 22 Dec 07:00 Malaysia time.

For any future international payments to your beneficiaries, you will have to set them up as a new payee with the new International Bank Account Number (IBAN).

#### **2. Will I be able to access Global View and Global Transfers through CCF Online banking?**

**A:** The Global View and Global Transfer services for France accounts will no longer be supported.

You can continue to access your other HSBC offshore accounts including Global View/Transfers services by using the HSBC Online banking and/or HSBC Mobile App service for the countries you hold accounts in.

#### **3. When will be the last time I can access Global View for my HSBC Continental Europe Account?**

**A:** Customers will still be able to use Global View from France Online banking/Mobile banking and Other Countries Online banking / Mobile banking to see their France accounts until 22 Dec by 07:00 Malaysia time

#### **4. Will I be able to make Global Transfers to my account at?**

**A:** No, Global Transfers for France Accounts will no longer be supported.

#### **5. What will happen to future dated payments set up for GTFF and GT?**

**A:** All future dated payments set up within HSBC Global Transfers and Global Transfers Family & Friends will be cancelled by 22 Dec by 07:00 Malaysia time.

Your relevant registered international payees to HSBC Continental Europe will be removed on 22 Dec by 07:00 Malaysia time. For any future international payments to your beneficiaries, you will have to set them up as a new payee with the new International Bank Account Number (IBAN).

**6. How many entities is GT available in? (Today with France it is "24")**

**A:** Global Transfer is currently available in "24" countries/regions. It will be "23" without France.

**7. What alternative methods are there for me to make an international transfer to myself or friends and family to new CCF account in France?**

**A:** Telegraphic Transfer service is available on HSBC Online Banking. Please note that you may incur [charges and fees](#). For more information on the alternative payment services, please visit [HSBC Malaysia website](#).

**9. When is the last day and time I can make a GT transfer to my HSBC Continental Europe Account?**

**A:** On Saturday 22nd Dec before 07:00 Malaysia time.

**10. When is the last day I can receive a GT Transfer from my HSBC Continental Europe Account?**

**A:** On Friday 22<sup>nd</sup> Dec before 07:00 Malaysia time.

**11. When is the last day I can make a GTFF transfer to my HSBC Continental Europe Friends and Family?**

**A:** Currently France doesn't enable for GTFF receiving.

**12. What happens if I make a payment on the 22 Dec 07:00 Malaysia time and the payment is not processed before the Bank is officially Transferred??**

**A:** All the payments are processed in real time for Global Transfers.

**13. Who can I contact if I am having a problem with a recent international payment or transfers transaction to HSBC Continental Europe?**

**A:** You may get in touch with the Bank's customer service executive via the following numbers:

Local call number: 1300 88 1388

International call number: +603 8321 5400

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

**14. Will I have to update my international beneficiaries information for international payments with CCF?**

**A:** Yes, your relevant registered international payees to HSBC Continental Europe will be removed by 22/12/2023. For any future international payments to your beneficiaries, you will have to set them up as new payee with the new International Bank Account Number (IBAN).

**15. Who can I contact if I wanted information about international payments options?**

**A:** 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

**16. When is the last day customers in France can access their HSBC mobile banking App and HSBC Online banking site?**

**A:** On 21 Dec before 23:59 France time/22 Dec before 06:59 Malaysia time.