Important information regarding International Payments and Transfers to Morocco

Date:27 Oct 2025

Dear Valued Customers,

As part of the ISO 20022 migration, we would like to inform you that the payment processor in Morocco will be implementing the standardization rule for beneficiary account lengths, which should be **24 digits exactly** effective from 3rd November 2025 onwards.

Hence, any payments deviating from the beneficiary account length of 24 digits will be rejected by payment partner(s) in Morocco effective from 3rd November 2025.

For more information regarding payment methods, please visit HSBC Malaysia website.

If you need further assistance, you may call HSBC Contact Centre numbers listed below.

Local call number: 1300 88 1388

International call number: +603 8321 5400

Operation hours: 8:00am - 8:00pm

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

Issued by: HSBC Malaysia Berhad & HSBC Amanah Malaysia Berhad

FAQs

Question	Answer
What is the change?	From 3 Nov 2025, beneficiary account number length is getting standardized to 24 characters by the payment processor in Morocco. This is getting implemented in conjunction with the ISO 20022 migration plan in Morocco.
What is the impact?	Post 3 Nov 2025, GM payments deviating from the account beneficiary length of 24 characters will be rejected by the payment service provider in Morocco.
What is the existing payee format?	Payees to Morocco can be saved using BIC and account number of beneficiary up to 34 digits.
How it was functioning earlier?	Currently the allowed beneficiary account length is up to 34 characters, hence any payments / saved payees up to this length are successfully processed and will so be until the change implementation on 3 Nov 2025. Thereafter, payments will get rejected if the account number doesn't conform to 24 digits.
What is expected from customers?	If an existing payee doesn't meet the 24 digit requirement, customers must create new payees. A 24 digit coded rule will be introduced by GM IT by end of Nov 2025 to not enable payee account numbers with more / less characters.
What happens to my old Morocco payees?	HSBC will not purge redundant payees that do not conform to 24 digits. Customers should be advised to themselves remove/delete the old payees if these are not meeting the 24 character requirement.
How customers can get the valid beneficiary account number?	HSBC customers (remitters) who want to send funds to Morocco will need to contact the beneficiaries to obtain the correct 24 digit beneficiary account number.
What information is needed from my beneficiary in Morocco?	HSBC customer should know the recipients full name and their 24-digit RIB. A 24-digit Moroccan **RIB (Relevé d'Identité Bancaire)** is a bank account number with a specific structure. It is composed of several parts that identifies the bank, the branch and the individual account. **<u>Sample structure of a 24-digit Moroccan RIB:</u>** **Bank code (3 digits):** The first three digits identify the specific bank. **Location code (3-8 digits)**: The next three-eight digits correspond to the location or branch of the bank where the account was opened. **Beneficiary's account number (11-16 digits)**: This is the core account number, unique to the beneficiary. **RIB key (2 digits)**: The final two digits are a key or check number used to verify the validity of the entire RIB.

	For more details on the RIB formats, please refer to the below link: https://www.westernunion.com/dk/en/banks-of-morocco-details.html
What's the difference between a RIB and an IBAN?	While both contain account information, a RIB is the national bank identification number used in Morocco. An IBAN (International Bank Account Number) is used for international transactions and includes a country code and check digits before the national account number.
What happens If customers continue to send payments to Morocco with invalid beneficiary account length(not matching 24 digits).	Any payments deviating from the stipulated account beneficiary account length of 24 characters will be rejected by the payment partner in Morocco.