



Notice of Discontinuation of OUR Fee Option for Telegraphic Transfers in EUR Currency

Date: 13 Feb 2026

Dear Valued Customers,

Please be informed that we will be streamlining our international payment services. Consequently, the “You’ll pay all fees” (OUR) option for Outward Telegraphic Transfers (“TT”) in EUR currency will be discontinued for individual customers.

What This Means for You:

- Any TT submitted in EUR currency with the OUR fee option selected will be automatically processed as the “Fees will be shared” (SHA) fee option.
- There is no impact if you are already selecting SHA or “Payee will pay all fees” (BEN) for your telegraphic transfers in EUR currency. Your transactions will be processed as usual.

For More Information:

We encourage you to visit our dedicated FAQ page for comprehensive details on international transfer processes and fee structures:

[HSBC Malaysia International Transfer & Payment FAQs](#)

You can find information on various topics, including required beneficiary details, cut-off times, and alternative services like Global Money Transfers for fast, fee-free international payments via our mobile app.

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

We appreciate your understanding and thank you for your continued banking with us.

Issued by: HSBC Bank Malaysia Berhad & HSBC Amanah Malaysia Berhad