



TRANSACTION / ACTIVITY ALERTS VIA PUSH NOTIFICATION AND EMAIL ON HSBC MALAYSIA MOBILE BANKING APP

18 MARCH 2026

Dear Valued Customers,

Starting from 28 March 2026, HSBC will gradually be sending the following transaction / activity alerts via email and push notification on HSBC Malaysia Mobile banking app (HSBC Malaysia app) to provide you timely notification on your digital banking activities:

- DuitNow Pay-to-Account
- DuitNow Pay-to-Proxy
- DuitNow QR
- DuitNow Online Banking/Wallet
- Interbank GIRO (IBG)
- Intrabank Transfer
- Financial Process Exchange (FPX)
- Payment to Third Party HSBC Credit Card
- Payment to Own HSBC Credit Card
- Update Personal Details
- Telegraphic Transfer (TT)

To receive push notification via your HSBC Malaysia app, please follow the steps below:

1. Turn on notifications on 'Push notification preferences' screen on the app, AND
2. Allow HSBC Malaysia app to send you notifications in the 'Notifications' setting on your mobile device.

To ensure that you receive email notification, kindly update your email address with HSBC via the Update Personal Details journey on HSBC Online Banking.

You may refer to [FAQ](#) for a step-by-step guide and other important information about push notification.

Should you require any further assistance, please [contact us](#).

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

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