



Revision of Operating Hours for Contact Centre and Live Chat

17 September 2025

Dear Valued Customers,

Please be informed that effective 6 October 2025, our Contact Centre and Live Chat operating hours will be revised as follows:

Channel	Service Hotlines / Access	Operating Hours	
		Current	From 6 Oct 2025
Phone	<u>HSBC (Banking & Cards)</u> Local: 1300 88 1388 International: +603 8321 5400 <u>HSBC Amanah (Banking & Cards)</u> Local: 1300 80 2626 International: +603 8321 5200	Available from 7.30am to 9.30pm daily, including Public Holidays.	Available from 8am to 8pm daily, including Public Holidays.
	<u>HSBC Premier & Amanah Premier</u> Local: 1300 88 9393 International: +603 8321 5208	Available 24/7	
Live Chat	In-App & Website	Available from 9am to 9pm, Monday to Friday except Public Holidays.	Available from 8am to 8pm, Monday to Friday except Public Holidays.

All hotlines for emergencies such as scam reporting, lost or stolen card(s) or mobile device(s), and unauthorised transaction(s) remain available 24/7. Alternatively, if you suspect a scam, you may also contact the National Scam Response Centre (NSRC) at 997, available daily from 8am to 8pm.

We encourage you to continue using the available features on HSBC Malaysia Online Banking or Mobile Banking app for your everyday banking needs outside of these hours.

Thank you for banking with us.