



Important information regarding International Payments and Transfers to HSBC Sri Lanka

Date: 4 Mar 2026

Dear Valued Customers,

We would like to inform you that The Hongkong and Shanghai Banking Corporation Limited, Sri Lanka Branch ('HSBC Sri Lanka') has entered into a binding agreement to sell its retail banking business to Nations Trust Bank PLC ('NTB'). This includes HSBC Sri Lanka's entire retail banking business in Sri Lanka including the accounts, credit cards, and retail loans. Corporate and Institutional Banking business is unaffected by the decision.

What are the impacts of Transfer on International Payments & Transfer following the transfer of HSBC Sri Lanka's retail business banking to NTB?

The Global View (GV), Global Transfer (GT) and Global Transfers to Family and Friends (GTFF) services for HSBC Sri Lanka accounts will no longer be supported effective **19 April 2026 00:00 AM Malaysian Standard Time (MYT)** onwards.

- (i) If you have any accounts with HSBC Sri Lanka linked to the GV service on your HSBC Malaysia Online Banking, it will no longer include your account balances with HSBC Sri Lanka and any related information.
- (ii) GT or GTFF service to send remittance to accounts with HSBC Sri Lanka will no longer be available; and
- (iii) Any saved international payees to HSBC Sri Lanka accounts under Global Transfer will no longer be available effective 19 April 2026 00:00 AM MYT . For any future international payments to your beneficiaries in Sri Lanka, you may make a transfer via Telegraphic Transfer or [Global Money Transfer \("GMT"\)](#) as an alternative payment channel on HSBC Malaysia Online Banking/HSBC Malaysia Mobile Banking app or visit any of our branches. Please note that fees and charges may be incurred.



For more information regarding payment methods, please visit [HSBC Malaysia website](#).

For more information regarding HSBC Sri Lanka, please refer to [HSBC Sri Lanka Public 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

Frequent Ask Questions

| Question | Answer |
|---|---|
| Will I be able to access Global View and Global Transfers (GVGT) services to make a payment to self-named accounts in Sri Lanka? | The GVGT services for making a payment to self-named accounts in Sri Lanka will no longer be supported post the cutoff date. Your linked Global Transfer profiles to HSBC Sri Lanka will be removed at 00:00 AM MYT on 19 April 2026. |
| What is the final date I will be able to access my HSBC Sri Lanka account using Global View? | You will be able to access your HSBC Sri Lanka Account using Global View until 00:00 AM MYT time on 19th Apr 2026. |
| What is the last date on which I can initiate a Global Transfer to my self-named HSBC Sri Lanka account? | Before 00:00 AM MYT on 19th Apr 2026 |
| What is the last date on which I can initiate a transaction to third party accounts in HSBC Sri Lanka? | Before 00:00 AM MYT on 19th Apr 2026 |
| What will happen to my future dated payments to self-named accounts in HSBC Sri Lanka (GT payments)? | All scheduled future dated /recurring GT payments to self-named accounts in HSBC Sri Lanka will be cancelled effective 00:00 AM MYT on 19th Apr 2026. |
| What alternative options are available to make an international transfer to personal bank account in Sri Lanka post effective date? | If you wish to transfer to personal bank account in Sri Lanka post effective date, you will need to re-add them as new payee with updated information via HSBC Malaysia app/PIB platform. Once added as a new payee, you'll be able to send money via SWIFT/Telegraphic Transfer. |
| Will there be any changes in fees or rates for international payments to myself or third-party accounts in Nations Trust Bank (NTB) bank in Sri Lanka? | You may further contact NTB or visit NTB's official website for more guidance. |

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| What happens if my payment is not processed before the Bank is officially demised? | <p>All the payments are processed in real time via Global Transfer. Post 00:00 AM MYT on 19th Apr 2026, all the payments will be stopped, and error message would be displayed.</p> |
| Who can I contact if I am having a problem with a recent international payment to HSBC Sri Lanka? | <p>You can contact the local market help/contact center, who will be able to assist you.</p> |
| Will I have to update my international beneficiaries information for international payments to personal bank account in Nations Trust Bank PLC (NTB) post effective date? | <p>Yes, your relevant registered GTFF payees to HSBC Sri Lanka will be removed at 00:00 AM MYT on 19 April 2026. For any future international payments to these beneficiaries, you will have to set them up as new payee with updated information. You may further contact NTB or visit NTB's official website for more guidance.</p> |
| When is the last day customers in Sri Lanka can access their HSBC mobile banking App and HSBC Online banking site? | <p>1st May 2026</p> |
| Will I be able to continue making SWIFT transfers/telegraphic transfers from other banks to HSBC Sri Lanka? | <p>No, you will no longer be able to make SWIFT transfers to HSBC Sri Lanka post 1st May 2026. For any future SWIFT payments to your beneficiaries in Sri Lanka, you will have to set them up as a new payee with updated information.</p> |
| Is there any impact to HSBC Sri Lanka corporate or institution banking? | <p>There is no impact on the products and services provided by HSBC Sri Lanka to corporate and institution banking, and all remains BAU.</p> |