

Travel Notice Feature Ending on 07 August 2025

Dear Valued Customers,

Kindly be informed that the Travel Notice feature on HSBC Malaysia Mobile Banking app will be discontinued effective 07 August 2025. As a result, you will no longer be able to update your travel plans through the app.

The Bank will continue to take the necessary preventive measures to minimise the risk of fraud. In the event of suspicious transactions, the Bank may attempt to contact you for verification and the fastest way is often through your registered mobile phone. We therefore kindly remind you to ensure that your contact details with us are current and accurate, so we can reach you promptly if needed. For more details, please refer to the Frequently Asked Questions (FAQ) below:

Frequently Asked Questions (FAQ)

Q1: How can I update my contact details with the Bank?

A1: Please contact our Contact Centre Hotlines below using your registered mobile number to update your contact details. Please note that you will need a Telebanking PIN or Voice ID for verification. If you haven't set one up yet, feel free to book an appointment at your nearest branch.

If you're Personal Banking customer:

Local call number: [1300 88 1388](tel:1300881388)

International call number: [+603 8321 5400](tel:+60383215400)

If you're Amanah customer:

Local call number: [1300 80 2626](tel:1300802626)

International call number: [+603 8321 5200](tel:+60383215200)

If you're Premier customer:

Local call number: [1300 88 9393](tel:1300889393)

International call number: [+603 8321 5208](tel:+60383215208)

Q2: What happens to my travel notice updates that goes beyond 07 August 2025 that was updated earlier?

A2: Effective 07 August 2025, travel plan updates will no longer be stored. We kindly remind you to ensure that your registered mobile number is up to date, so the Bank can reach you promptly if verification of any transactions is required. Should you encounter any issues with your credit card, please do not hesitate to contact us.

Q3: What if I change to travel sim while travelling?

A3: In such instances, you will need to contact us directly if you encounter any issues with your credit card, as we may be unable to reach you. We encourage you to save our Contact Centre hotline number before your travel.

Thank you for choosing HSBC. We appreciate your trust and look forward to serving you. Should you have any questions, please contact us via our Contact Centre hotlines below or visit any HSBC / HSBC Amanah branch near you.

	Local call number	International call number
HSBC Premier	1300 88 9393	+603 8321 5208
HSBC Bank Malaysia	1300 88 1388	+603 8321 5400
HSBC Amanah Malaysia	1300 80 2626	+603 8321 5200

Issued by: HSBC Bank Malaysia & HSBC Amanah Malaysia Berhad