



Important information regarding your banking relationship with HSBC Greece with regards to International Payments and Transfers

Date: 07 July 2023

Dear Valued Customers,

We would like to inform you that HSBC Continental Europe ("HSBC") has agreed to transfer its branch operations in Greece ("HSBC Greece"), including its branch network, deposits, investments, and lending products, to Pancreta Bank S.A. (Pancreta) ("the Transfer").

The Transfer marks HSBC's decision to cease completely the banking activities of HSBC Greece. The Transfer is anticipated to occur on 28th of July 2023 after close of business (COB). For more details, you may visit [HSBC Greece website](#).

What are the impact of the Transfer on International Payments & Transfers after 28th of July 2023

The Global View (GV), Global Transfer (GT) and Global Transfers to Family and Friends (GTFF) services for HSBC Greece accounts will no longer be supported.

If you have access to GV/GT/GTFF services, this means that:-

- (i) any accounts with HSBC Greece linked to the GV service on your HSBC Malaysia Online Banking, it will no longer include your account balances with HSBC Greece and any related information;
- (ii) GT or GTFF service to send remittances to account with HSBC Greece will no longer be available; and

- (iii) any saved international payees to HSBC Greece accounts under Global Transfer will no longer be available effective 26th July 2023. For any future international payments to your beneficiaries in Greece, you may make a transfer via Telegraphic Transfer on HSBC Malaysia Online Banking or visit any of our branches. Please note that fees and charges may be incurred.

For more information on the alternative payment services, please visit [HSBC Malaysia website](#).

If you need further help, you may call the numbers listed below.

Local call number: 1300 88 1388

International call number: +603 8321 5400

Operation hours: 7:30am - 9:30pm

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

Issued by: HSBC Malaysia Berhad & HSBC Amanah Malaysia Berhad