



Important information regarding Global View/Global Transfers and accounts for HSBC France

Date: 22 November 2023

Dear Valued Customers,

We would like to inform you that due to the sale of the retail banking business of HSBC France to Banque des Caraïbes SA, the Global View Global Transfer ("GVGT") for HSBC France account(s) will be discontinued effective 22 December 2023. All HSBC France customers will be transferred to Banque des Caraïbes SA ("the Transfer").

For more details, you may visit [HSBC France website](#).

What are the impacts on the Transfer on International Payments & Transfers?

After 21st of December 2023, the Global View (GV), Global Transfer (GT) and Global Transfers to Family and Friends (GTFF) services for/to HSBC France accounts will no longer be supported.

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

- (i) any accounts with HSBC France linked to the GV service on your HSBC Malaysia Online Banking, it will no longer include your account balances with HSBC France and any related information;
- (ii) GT or GTFF service to send remittances to account with HSBC France will no longer be available; and
- (iii) any saved international payees to HSBC France accounts under Global Transfer will no longer be available. For any future international payments

to your beneficiaries in France, 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 FAQs, please find the Appendix below.

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

Appendix

FAQs:

1. What happens to my international registered payees that have been set up for HSBC France payments and transfers?

A: Your relevant registered international payees to HSBC France will be removed on 22 Dec by 00:00 France time / 22 Dec 07:00 Malaysia time.

For any future international payments to your beneficiaries, you will have to set them up as a new payee with the new International Bank Account Number (IBAN).

2. Will I be able to access Global View and Global Transfers through Banque des Caraïbes Online banking?

A: The Global View and Global Transfer services for France accounts will no longer be supported.

You can continue to access your other HSBC offshore accounts including Global View/Transfers services by using the HSBC Online banking and/or HSBC Mobile App service for the countries you hold accounts in.

3. When will be the last time I can access Global View for my HSBC France Account?

A: Customers will still be able to use Global View from France Online banking/Mobile banking and Other Countries Online banking / Mobile banking to see their France accounts until 22 Dec by 07:00 Malaysia time

4. Will I be able to make Global Transfers to my account at Banque des Caraïbes Bank?

A: No, Global Transfers for France Accounts will no longer be supported.

5. What will happen to future dated payments set up for GTFF and GT?

A: All future dated payments set up within HSBC Global Transfers and Global Transfers Family & Friends will be cancelled by 22 Dec by 07:00 Malaysia time.

Your relevant registered international payees to HSBC France will be removed on 22 Dec by 07:00 Malaysia time. For any future international payments to your

beneficiaries, you will have to set them up as a new payee with the new International Bank Account Number (IBAN).

6. How many entities is GT available in? (Today with France it is "24")

A: Global Transfer is currently available in "24" countries/regions. It will be "23" without France.

7. What alternative methods are there for me to make an international transfer to myself or friends and family to new Banque des Caraïbes bank account in France?

A: Telegraphic Transfer service is available on HSBC Online Banking. Please note that you may incur [charges and fees](#). For more information on the alternative payment services, please visit [HSBC Malaysia website](#).

9. When is the last day and time I can make a GT transfer to my HSBC France Account?

A: On Saturday 22nd Dec before 07:00 Malaysia time.

10. When is the last day I can receive a GT Transfer from my HSBC France Account?

A: On Saturday 22nd Dec before 07:00 Malaysia time.

11. When is the last day I can make a GTFF transfer to my HSBC France Friends and Family?

A: Currently, France disabled receiving transfers via GTFF.

12. What happens if I make a payment on the 22 Dec 07:00 Malaysia time and the payment is not processed before the Bank is officially Transferred??

A: All the payments are processed in real time for Global Transfers.

13. Who can I contact if I am having a problem with a recent international payment or transfers transaction to HSBC France?

A: You may get in touch with the Bank's customer service executive via the following numbers:

Local call number: 1300 88 1388

International call number: +603 8321 5400

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

14. Will I have to update my international beneficiaries information for international payments with Banque des Caraïbes Bank?

A: Yes, your relevant registered international payees to HSBC France will be removed by 22/12/2023. For any future international payments to your beneficiaries, you will have to set them up as new payee with the new International Bank Account Number (IBAN).

15. Who can I contact if I wanted information about international payments options?

A: 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

16. When is the last day customers in France can access their HSBC mobile banking App and HSBC Online banking site?

A: On 21 Dec before 23:59 France time/22 Dec before 06:59 Malaysia time.