

## **Paper Statement Fee FAQs**

### **1. What is the Paper Statement Fee and how much is it?**

With effect from 24 March 2017, a Paper Statement Fee shall be charged to Retail Banking customers who receive hardcopy banking paper statements. The Paper Statement Fee of RM1.00 (subject to applicable tax, if any) per (each set of) hardcopy statement will be debited from the customer's account.

### **2. Why is HSBC/HSBC Amanah charging customers a Paper Statement Fee?**

As a socially responsible organisation, HSBC/HSBC Amanah is committed towards the reduction of paper consumption. To this end, we have invested in 'e' technologies that can provide password-protected softcopy bank statements at NO COST to customers. By implementing the Paper Statement Fee, we aim to encourage customers to switch to these secure, effective and convenient e-channels.

### **3. Which accounts/customers will be charged for receiving paper statements?**

Retail Banking customers who continue to receive paper statements for the following account types will be subject to a Paper Statement Fee:

- Statement Savings Accounts/-i
- Generic Current Accounts/-i
- Advance Account/-i
- Advance EasiGrow Account
- Advance PLUS Plan
- Premier Account/-i\*
- Premier Junior Savings Account\*
- Premier EasiGrow Account\*
- Premier PLUS Plan\*

\* Paper Statement Fee for HSBC/HSBC Amanah Premier customers shall be temporarily waived until further notice

### **4. Who will be exempted from the Paper Statement Fee?**

Exemptions will be applied to the following groups:

- Customers aged 60 and above (auto exemption)
- Customers with disabilities (exemption subject to customer's declaration)
- Customers facing difficulties accessing their banking statements online (exemption subject to customer's declaration)

### **5. I will be turning 60 years old next year in April. Will I be exempted from the paper Statement Fee from January or from April onwards?**

Exemptions will be applied to customers who will be reaching 60 during the month, hence you will not be charged from April onwards.

## **6. How can I avoid the Paper Statement Fee?**

By electing to receive e-Statements. You will be able to view, download and print your previous months' statements (up to 12 months) via your Personal Internet Banking at any time at your convenience.

## **7. How do I enrol for e-Statements?**

You can sign up to receive e-Statements via your Personal Internet Banking by following these steps:

1. Click on "Statements and Advices"
2. Select "Banking e-Statement and e-Advice Settings:"
3. Select "I would like to receive electronic banking statements (e-Statements) only"
4. Click on "Request"

Upon processing of this request, all banking statements for sole and joints accounts in your name with HSBC Bank Malaysia Berhad and HSBC Amanah Malaysia Berhad (except joint accounts where your joint accountholders do not have Personal Internet Banking and/or have not made any election on banking statements) will be automatically be delivered to you in accordance with your request.

## **8. I do not have access to HSBC/HSBC Amanah Personal Internet Banking. Is there an alternative to avoid being charged the Paper Statement Fee?**

Yes. You may sign up to receive your banking statements via email.

## **9. How do I enrol for Email Statements?**

You may visit your nearest branch or call our Contact Centre at 1300-88-1388 to register your email address and request for Email Statement.

## **10. If I enrol for e-Statements now, when will I start receiving my e-Statements?**

Your first e-Statement will be made available to you on your account's next statement date. All e-Statements thereafter will be stored online for up to 12 months.

## **11. I have a sole account and 2 joint accounts - one with my wife and one with my child. If I am yet to enrol for e-Statements and receive a total of 3 hardcopy paper statements, what is the Paper Statement Fee that I will be charged?**

The Paper Statement Fee will be charged for each type of statement. In this case, you will be charged RM3.00 (RM1.00 for each set of hardcopy paper statements).

## **12. I have a joint account with my husband who is eligible for the exemption. Will this account be charged if we continue to receive hardcopy paper statements?**

If either one of the joint accountholders is eligible for exemption, the account will be exempted from the Paper Statement Fee. However, if the non-exempted customer has a sole account and continues receiving hardcopy paper statements, the Paper Statement Fee will be charged for this sole account.

**13. Which account will be used to debit the Paper Statement Fee?**

The account which the hardcopy paper statement is generated for.

**14. When will the fee be debited if I continue to receive paper statements?**

The fee will be debited on the date the statement is generated

**15. Will the Bank still debit my account if there are insufficient funds?**

Yes, the Paper Statement Fee will still be debited from your account. We encourage you to switch to e-Statements to enjoy hassle-free management of your banking statements online.

**16. I have multiple accounts with HSBC/HSBC Amanah. Will I be charged Paper Statement Fees for every account?**

If you have opted to receive composite statements, you will only be charged once for each composite statement. However, if you have opted to receive individual statements for each of your accounts, you will be charged Paper Statement Fees for each account statement.

**17. Can I opt to receive composite statements instead of individual statements if I have multiple accounts? How can I do that?**

Yes. You may opt to receive composite statements instead of individual statements if you have multiple accounts. Please visit your nearest branch to update your preference.

**18. How often will I receive my Email Statements or e-Statements?**

Banking e-Statements/Email Statements will be available in accordance with the same frequency and date of your paper/hardcopy banking statements.

**19. Can I change the frequency of receiving my banking statements? How can I do that?**

Yes. You may change the frequency of receiving your banking statements. Please visit your nearest branch to update your preference.

**20. What software is required to download and view the Email or e-Statement on my computer/mobile phone?**

Any PDF Readers e.g. Adobe Acrobat Reader 4.0 or higher.

**21. Can I subscribe to both Email Statements and e-Statements?**

Yes, you may subscribe to both Email Statements and e-Statements, and there is no charge for these.