



Revision of Contact Centre Hotline Operating Days

7 September 2026

Dear Valued Customers,

As more everyday banking services are available through our digital and self-service channels, we are revising our contact centre hotline operating days to serve you better.

Effective 3 October 2026, our contact centre hotline operating days will be revised as follows:

Service Hotlines	Operating Days		Hours
	Current	From 3 Oct 2026	
<u>HSBC (Banking & Cards)</u> Local: 1300 88 1388 International: +603 8321 5400 <u>HSBC Amanah (Banking & Cards)</u> Local: 1300 80 2626 International: +603 8321 5200	Monday – Sunday (including Public Holidays)	Monday – Friday (including Public Holidays)	8am – 8pm
<u>HSBC Premier & Amanah Premier</u> Local: 1300 88 9393 International: +603 8321 5208	Available 24/7		

All hotlines for emergencies such as scam reporting, lost or stolen card(s) or mobile device(s), and unauthorised transaction(s) remain available 24/7. Alternatively, if you suspect a scam, you may also contact the National Scam Response Centre (NSRC) at 997, available daily from 8am to 8pm.

Customers with Enhanced Care Needs can find guidance and available support on our HSBC/HSBC Amanah Malaysia website > Help and Support > Extra Support Resources.

We encourage you to continue using the available features on HSBC Malaysia Online Banking or Mobile Banking app for your everyday banking needs.

For more information and step-by-step guides, please visit our HSBC/HSBC Amanah Malaysia website > Digital Banking and/or refer to [our interactive PDF guide](#).

Thank you for your understanding and continued support.