

HSBC Bank Malaysia Berhad (“HSBC”) Universal Terms & Conditions

(March 2025 Edition)

EFFECTIVE DATE:

15 March 2025

These Universal Terms & Conditions consist of:

- ▶ Generic Terms & Conditions (applicable to every account/product/service (including banking & financing facilities) opened with or provided by HSBC);
- ▶ Specific Terms & Conditions for HSBC Premier and HSBC Advance;
- ▶ Specific Terms & Conditions for Wealth & Personal Banking; and
- ▶ Cardholder Agreement for HSBC Credit Cards; and
(available on the Bank’s website at <https://www.hsbc.com.my/terms-and-conditions/>)
- ▶ Specific Terms & Conditions for HSBC Fusion
- ▶ Remote Engagement Service Terms of Use for Zoom and Live Sign

These Universal Terms & Conditions are available on request and on HSBC’s website at www.hsbc.com.my.

Please take the time to read them as they are binding on you.

Please contact your nearest HSBC branch if you require any clarification.

Thank you for banking with HSBC.

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Remote Engagement Service Terms of Use

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Generic Terms & Conditions (August 2024)

These Generic Terms & Conditions (applicable to every account/product/service (including banking & financing facilities) opened with or provided by HSBC) should be read together with the Specific Terms & Conditions of the relevant account/ product/service opened with or provided by HSBC and HSBC Online and Mobile Banking Terms and Conditions as may be amended from time to time.

General

HSBC will comply with regulatory duties to our customers at all times when providing, servicing and withdrawing products, exiting client relationships, supporting customers, managing customer investments, administering custody assets/client monies and handling complaints. We will strive to achieve fair outcomes for our customers in all our dealings with our customers.

1. Account Statements

- (i) Where account statements are applicable, they are sent monthly or, at such other intervals as instructed by the Customer or as stated in the applicable Specific Terms & Conditions or account-related documentation.

The Customer agrees to promptly check and reconcile the contents of each account statement and transaction record from the Bank with the Customer's own records to see if there are any errors, omissions, discrepancies or irregularities (including any errors arising from fraudulent or unauthorized transaction) (collectively "Irregularities").

The Customer shall notify the Bank of any Irregularities, as soon as practicable and in any case within 60 days from the account statement date. If notice is received by the Bank after this time period, the Bank shall not be responsible for any Loss resulting from the delay by the Customer in providing such notice.

- (ii) The Customer agrees that if the Customer did not register: (a) for email statements, or provide the Bank with any e-mail address; and/or (b) did not register for Online Banking e-statements, or as a user of Online Banking, the account statement would be sent via paper statement in hard copy to the last known address in the Bank's record and a fee (as stated in the Bank's Tariff and Charges which can be viewed at <https://www.hsbc.com.my/content/dam/hsbc/my/docs/tariff-charges.pdf>) would be charged for each account statement issued.

2. Consolidation & Set-Off

If the Customer owes any monies (in the Customer's sole capacity or jointly with another) that are due and payable to the Bank ("Outstanding Amount") and the Customer has failed to settle the Outstanding Amount after the Bank's request, the Customer agrees that the Bank shall have the right to protect its interest to do the following:

- (i) consolidate the credit balances (including in multiple currencies) in all the Customer's accounts with the Bank;
- (ii) put a hold on such amount of the credit balances which the Bank estimates in good faith to be sufficient (including any accruing interest or other charges);
- (iii) at the end of 7 days' prior notice to the Customer, apply such credit balances towards the Outstanding Amount.
- (iv) the remaining credit balances, if any, shall be held on substantially the same terms as before the consolidation or on such other terms as the Bank considers reasonably appropriate in the circumstances.

The Bank's right and authorisation under this Clause shall not be affected by the Customer's death, bankruptcy, insolvency, composition with other creditors or any legal proceedings against the Customer.

3. Customer's Details and Obligations

- (i) The Customer agrees to promptly notify the Bank of any changes in the Customer's address, telephone, mobile phone and/or e-mail address, and for a company, limited liability partnership or conventional partnership including any changes in the Customer's name and/or constitution as well, in writing or via channels made available by the Bank. Pending receipt of such notice, the Bank shall send all communications to the latest address, e-mail address and/or number stated in the Bank's records.
- (ii) The Customer agrees that the Customer's account shall not be used for any other purpose except for personal use and for Fusion Customers, for its own business use only
- (iii) Any change in identification of the Customer (and of the Child for minor accounts) shall be notified to the Bank with supporting documents.

4. Joint Accounts

For an account opened and maintained in more than one name:

- (i) each Customer's liabilities and obligations is joint and several and notice to one Customer shall be taken as notice to all;
- (ii) words indicating singular in these Generic Terms & Conditions shall be read to include plural and vice versa, and reference to "Customer's signature" shall be read to include each Customer's signature;
- (iii) a Customer shall remain bound by these Generic Terms & Conditions even if the other Customer(s) is(are) in fact not bound;
- (iv) the Bank has the right to deal with each Customer separately on any matter including discharging any liabilities to any extent without affecting the liabilities of the other Customer(s);
- (v) all Customers are jointly and severally liable for the use of any personal identification number (PIN), security device/ Mobile Secure Key or Card even if it was applied for or used by only one of the Customers;
- (vi) in case of death of any of the Customers, the Bank shall hold the credit balances in the account to the sole order of the survivor(s) subject to the Bank's prior rights or claims, and payment to the survivor(s) is a complete discharge to the Bank;
- (vii) if any Customer withdraws his mandate for the other Customer(s) to operate the joint account, the Bank shall not be liable for any loss suffered by the Customers due to putting a hold on the joint account pending receipt of joint written instructions from all the holders of the joint account; and
- (viii) the operation or closure of the joint account shall be based on the instruction or authorisation given by any one Customer which shall bind all Customers, and amounts payable to or collected for any one Customer may be credited to the joint account.

5. Corporate/Limited Liability Partnership/Conventional Partnership Accounts

Where the Customer is a company or a limited liability partnership, the mandate given for opening the first account shall apply to subsequently opened account(s) of the same type unless a separate mandate is given for such subsequent account(s).

Where the Customer is a conventional partnership or other unincorporated body of persons, the liability of all partners or all office-bearers shall be joint and several, and the mandate given shall remain in force until revoked in writing even if there is any change in the name of the partnership or in the constitution of the partnership by death, bankruptcy, retirement, resignation or admission of new partner(s). The Bank has the right to treat the surviving or remaining partner(s) as having full power to carry on business and to deal with the partnership assets as if there had been no change in the partnership.

For the avoidance of doubt, in these Generic Terms & Conditions: -

- "Limited liability partnership" means a limited liability partnership that is registered under the Limited Liability Partnerships Act 2012.
- "Conventional partnership" means and includes a partnership that is registered under the Registration of Businesses Act, 1956 (or where the partnership is based in Sabah or Sarawak, one that is registered under the relevant laws applicable in Sabah or Sarawak, as the case may be), and a partnership that is established by two or more persons for the purposes of carrying on any professional practice but is not registered under the Limited Liability Partnerships Act 2012.

6. Specimen Signature of Authorised Signatory(ies)

The Customer(s) shall give the Bank their names and specimen signature(s) of all the authorised signatory(ies) on the Bank's specimen signature cards. In case of changes to the specimen signature(s) and/or authorised signatory(ies), the Customer agrees to promptly notify the Bank in writing. For Fusion Customers, the Customer agrees to promptly notify the Bank in writing by giving a certified true copy of the relevant resolution. The Customer acknowledges that such changes shall take effect after the Bank confirms in writing that its records have been updated.

The Customer agrees that the Bank has the right to reject cheques, instructions and communications with signature(s) which do not match the specimen signature(s) on record, but that the Bank also has the right to act on the same if the Bank has reasonable grounds to believe that it did in fact come from the Customer.

7. Amendment of Terms & Conditions

- 7.1 Where availability of new products or services or operational, administrative or regulatory changes are required to be notified to the Customer, the Generic Terms & Conditions, Specific Terms & Conditions and any of the Bank's products or services (including its features or limits) may be changed or added

to by way of reasonable prior notice to the Customer to be given on the Bank's internet website and additionally in any of the following manner:

- (i) notice in the account statement;
- (ii) notice at automated teller machines (ATM), electronic funds transfer at point of sale (EFTPOS) terminals or other electronic terminals;
- (iii) notice at any of the Bank's branches;
- (iv) sending a notice to the Customer's latest physical address maintained in the Bank's records;
- (v) notice via emails or electronic messages which shall be taken to have been received at the time of transmission; or
- (vi) any other mode the Bank may reasonably consider as suitable.

7.2 Changes or additions which:

- (i) impose or increase fees or charges;
- (ii) increase the Customer's liability;
- (iii) adjust ATM card transaction limits for electronic fund transfers via ATM, automated facilities and/or telegraphic transfers; or
- (iv) reduce the Customer's rights;

shall take effect after 21 days' prior written notice to the Customer.

7.3 The Customer shall be taken to have accepted the change(s) or addition(s) unless the Customer objects or otherwise takes positive action to close the account or terminate the service before the changes becomes effective. The Customer remains liable for all transactions before the closure or termination.

8. Financial Crime Risk Management Activity

The terms in this Clause shall continue to apply even after the Bank ceases to provide any accounts, products and/or services to the Customer. *(Please refer to Clause 41 for the definitions applicable to this Clause.)*

- (i) The Customer acknowledges that the holding of accounts and use of products and/or services provided by the Bank are subject to the laws of Malaysia and other relevant jurisdictions, and to the supervisory authority of Bank Negara Malaysia and other applicable Authorities in Malaysia and other relevant jurisdictions.
- (ii) The Bank and members of the HSBC Group are required, and may take any action to meet Compliance Obligations relating to or in connection with the detection, investigation and prevention of Financial Crime ("Financial Crime Risk Management Activity"). Such action may include, but is not limited to: (1) screening, intercepting and investigating any instruction, communication, drawdown request, application for any accounts, products and/or services, or any payment sent to or by the Customer, or on the Customer's behalf, (2) investigating the source of or intended recipient of funds, (3) combining Customer Information with other related information in the possession of the HSBC Group, and/or (4) making further enquiries as to the status of a person or entity, whether they are subject to a sanctions regime, or confirming the Customer's identity and status.
- (iii) Exceptionally, such Financial Crime Risk Management Activity may lead to the Bank delaying, blocking or refusing the making or clearing of any payment, the processing of the customer instructions or application for any accounts, products and/or services or the provision of all or part of any accounts, products and/or services. To the extent permissible by law, neither the Bank nor any member of the HSBC Group shall be liable to the Customer or any third party for any loss (however it arose) that was suffered or incurred by the Customer or a third party, caused in whole or in part in connection with the undertaking of such Financial Crime Risk Management Activity.
- (iv) In certain circumstances, such Financial Crime Risk Management Activity may prevent or cause a delay in the processing of certain information. Therefore, neither the Bank nor any member of the HSBC Group warrants that any information on the Bank's systems relating to any payment messages or other information and communications which are the subject of any action taken pursuant to such Financial Crime Risk Management Activity is accurate, current or up-to-date at the time it is accessed, whilst such action is being taken.
- (v) Where the Bank or a member of the HSBC Group has suspicions regarding Financial Crime or an associated risk, the Bank may:
 - (a) be unable to provide new, or continue to provide all or part of, the accounts, products and/or services to the Customer and reserve the right to terminate the banking relationship with the Customer;
 - (b) take actions necessary for the Bank or a member of the HSBC Group to meet the Compliance Obligations; and/or
 - (c) close the Customer's account(s).

9. Suspension/Closure of Account

- (i) The Customer acknowledges that the Bank has a discretion not to carry out any instructions, suspend the use of the account by giving notice to Customer:
 - (a) where the Bank doubts the authenticity of the instruction or the account and in good faith considers it appropriate to do so; or
 - (b) in the event of any dispute between the joint account holders, authorised signatories (partners (whether in respect of a conventional partnership or a limited liability partnership) or directors of a company or the Bank receives conflicting instruction or authorised signatories; or
 - (c) if the Customer fails to provide sufficient information in relation to any payment instructions (including but not limited to purpose of payment); or
 - (d) if the Customer fails to provide promptly Customer Information that the Bank reasonably requests for tax compliance; or
 - (e) there are changes to the Bank's business, operation, technology or facilities that affect the Services the Bank offer; or
 - (f) there are changes in law or regulations or new industry guidelines or codes of practices that affect the services the Bank offers; or
 - (g) in exercising the Bank's rights under Clauses 8 (Financial Crime Risk Management Activity), clause 10 (iv) (Collection, Processing and Sharing of Customer Information) and clause 13 (Know Your Customer).
- (ii) the Customer also acknowledges that the Bank has the discretion to close the account by giving Customer 2 weeks written notice at the Customer's address or email address maintained in the Bank's records.
- (iii) Notice can be given via:
 - (a) personal delivery which shall be taken to have been received at the time of delivery; or
 - (b) ordinary/registered post (either AR or non-AR registered) or courier which shall be taken to have been received on the 3rd day after posting or the 3rd day after dispatch to the courier service provider, as the case may be; or
 - (c) email which shall be taken to have been received at the time of transmission.
- (iv) The Customer acknowledges that there will be instances where the Bank is not able to provide its reasons for exercising its discretion to suspend or close the account due to legal and/or regulatory restrictions.
- (v) Unless an account is charged to the Bank, the Customer may at any time close an account by notice in writing to the Bank.

10. Collection, Processing and Sharing of Customer Information

The terms in this Clause shall continue to apply even after the Bank ceases to provide any accounts, products and/or Services to the Customer. **(Please refer to Clause 41 for the definitions applicable to this Clause.)**

- (i) Customer Information will be processed, transferred and disclosed by the Bank and/or members of the HSBC Group in connection with the purposes (the "Purposes") as stated in the Notice to Customers relating to the Personal Data Protection Act 2010 ("PDPA Notice") available at www.hsbc.com.my.
- (ii) By using any of the accounts, products and/or Services provided by the Bank, the Customer agrees that the Bank may, as necessary and appropriate for the Purposes, process, transfer and disclose any Customer Information to the recipients (the "Recipients") as set out in the PDPA Notice (who may also subsequently process, transfer and disclose such Customer Information for the Purposes) subject at all times to any laws (including regulations, standards, industry code of practice, guidelines, obligations, and/or directives from any regulatory authorities) applicable to the financial institution
- (iii) The Customer agrees to inform the Bank promptly, and in any event, within 30 days in writing if there are any changes to Customer Information supplied to the Bank from time to time, and to respond promptly to any request from the Bank.
- (iv) Where:
 - (a) the Customer fails to provide promptly Customer Information that the Bank reasonably requested; or
 - (b) the Customer withholds or withdraws any consents that the Bank may need to process, transfer or disclose Customer Information for the Purposes (except for purposes connected with marketing or promoting products and Services to the Customer); or
 - (c) the Bank or a member of the HSBC Group has suspicions regarding Financial Crime or an associated risk; the Bank may:
 - (1) be unable to provide new, or continue to provide all or part of, the accounts, products and/or Services to the Customer and reserve the right to terminate the banking relationship with the Customer;
 - (2) take actions necessary for the Bank or a member of the HSBC Group to meet the Compliance Obligations; and/or
 - (3) close the Customer's account(s).

11. Tape Recording

The Bank may choose (but is not obliged) to record the Customer's verbal instructions and/or communication with the Bank. Such recordings, being the sole property of the Bank, shall be conclusively binding on the Customer and the Bank reserves the right to destroy the recordings after such period of time it sees fit.

12. Document Management

The Customer acknowledges that the Bank is not obliged to provide copies of any cheques, cashier's orders, bank drafts, receipts, confirmations, advices, vouchers, documents, recordings or other items (collectively, "Documents") relating to any type of account:

- (i) after the Bank has completed the relevant transaction;
- (ii) after microfilming, scanning or storing in whatever medium; or
- (iii) after the account has been closed by the Customer or by the Bank.

The Customer agrees that the Bank shall not be liable for any loss suffered by the Customer due to the unavailability of the Documents which have been dealt with by the Bank according to the Bank's document retention policy.

13. "Know Your Customer"

- (i) The Customer acknowledges that the Bank is required to carry out a due diligence to identify and to find out the background of its customer. The Customer agrees to sign such declarations, do such acts and/or provide such documents requested by the Bank for this purpose within the required time period, and that not doing so may result in the Bank suspending, closing or limiting the usage of the account including but not limited to disallowing any transfer of funds to third parties. If the account is to be closed, the Bank reserves the right to return the funds in the account to the source from where it came.
- (ii) If the Customer or a shareholder (whether direct or indirect, legal or beneficial) of the Customer is a company incorporated in a country that permits issuance of bearer shares, the Customer confirms and warrants that neither it nor such shareholder has issued any bearer shares and further undertakes that neither it nor such shareholder will issue or convert any of its shares or such shareholder's shares (as the case may be) to bearer form without the prior written consent of the Bank, failing which the Bank reserves the right to terminate the banking relationship with the Customer.

14. Tax Compliance

The terms in this Clause shall continue to apply even after the Bank ceases to provide any accounts, products and/or services to the Customer. *(Please refer to Clause 41 for the definitions applicable to this Clause.)*

- (i) Certain countries may have tax legislation with extra-territorial effect regardless of the Customer's or Connected Person's place of domicile, residence, citizenship or incorporation. Neither the Bank nor any member of the HSBC Group provides tax advice. The Customer is advised to seek independent legal and/or tax advice. Neither the Bank nor any member of the HSBC Group has responsibility in respect of the Customer's tax obligations in any jurisdiction which they may arise including any that may relate specifically to the opening and use of accounts, products and/or services provided by the Bank and/or members of the HSBC Group.
- (ii) The Customer acknowledges that the Customer is solely responsible for understanding and complying with the Customer's tax obligations (including but not limited to, tax payment or filing of returns or other required documentation relating to the payment of all relevant taxes) in all jurisdictions in which those obligations arise and relating to the opening and use of accounts, products and/or services provided by the Bank and/or members of the HSBC Group. The Customer confirms and warrants that each Connected Person acting in their capacity as a Connected Person (and not in their personal capacity) also makes the same acknowledgement in their own regard.
- (iii) The Customer agrees to inform the Bank promptly, and in any event, within 30 days in writing if there are any changes to Customer Information supplied to the Bank from time to time, and to respond promptly to any request from the Bank.
- (iv) Where the Customer fails to provide promptly Customer Information that the Bank reasonably requested, the Bank may:
 - (a) be unable to provide new, or continue to provide all or part of, the accounts, products and/or services to the Customer and reserve the right to terminate the banking relationship with the Customer;
 - (b) take actions necessary for the Bank or a member of the HSBC Group to meet the Compliance Obligations (such as that described in paragraph (v) below); and/or
 - (c) close the Customer's account(s).
- (v) The Customer acknowledges that failure to supply promptly, the Customer's or a Connected Person's Tax Information and accompanying statements, waivers and consents, as may be requested, may result in the Bank making its own judgment with respect to the Customer's status, including whether the Customer is reportable to a Tax Authority, and may require the Bank or other persons to withhold amounts as may be legally required by any Tax Authority and paying such amounts to the appropriate Tax Authority.

15. Breach of Terms & Conditions

If the Customer does not comply with these Generic Terms & Conditions, the applicable Specific Terms & Conditions or account-related documentation, the Bank shall not be liable for any loss suffered by the Customer.

16. Customer Complaints

The Customer accepts that the complaints procedure is as follows:

- (i) Reach out to the Bank via Contact Centre, branches or email to Customer Experience team [where contact details can be found on our/Bank Negara Malaysia (BNM) public website] with adequate details to the Bank
- (ii) The Bank will carry out an investigation into the complaint.
- (iii) The Bank will notify the Customer of the outcome of the investigation.
- (iv) If the Customer is not satisfied with the findings of the investigation, the Customer may appeal to the Manager, Customer Experience Team and/or refer the complaint to the Financial Markets Ombudsman Service "FMOS" (formerly known as Ombudsman for Financial Services) or BNM (as applicable).

17. Customer's Security Duties

In these Generic Terms & Conditions:

"ATM" means automated teller machine.

"Available Balance" means funds in the account based on the Bank's records including unused overdraft limits (if any) but excluding uncleared cheques and any hold on any sums.

"Biometric Credentials" means any unique biological characteristics or traits that verify your identity, such as your fingerprints, eye retinas, face and voice recognition.

"Card" means (a) ATM cards and includes credit cards when used in an ATM, and (b) debit cards which function as ATM cards and as payment instruments linked to the Customer's deposit account(s) with the Bank which can be used to pay for goods and services at point-of-sale terminals (**"POS terminals"**).

"Internet Banking" means HSBC Online Banking ("Online Banking") and HSBC Malaysia Mobile Banking App ("Mobile Banking App") collectively.

"PIN" means personal identification number.

"Security Code(s)" means the Log On Code, the Re-Authentication Code and the Transaction Verification Code collectively.

"Security Device" means the security devices designated by the Bank for use by Customer to generate Security Codes (one-time passwords) to access and transact on Internet Banking services.

"Mobile Secure Key" is a security feature available on your HSBC Malaysia Mobile Banking App which generates the Security Codes to access and authorise transactions on Internet Banking.

The Customer agrees that:

- (i) It is the Customer's responsibility to abide by the terms and conditions for the use of any of the accounts, products and/or Services provided by the Bank including but not limited to using the accounts, products and/or Services responsibly and not for any unlawful activity and shall keep all Cards, PINs, passwords, Biometric Credentials, Security Devices, mobile device with Internet Banking and Mobile Secure Key, cheque books and any other means of obtaining access to accounts secure and under personal control at all times, including at the Customer's place of residence, and if the Customer fails to do so, the Bank shall not be liable for any loss suffered by the Customer. The Customer must take precautionary measures to prevent security breaches such as, but not limited to:
 - (a) not changing the PIN or password to a number and/or name which:
 - A. may be easy to guess such as dates of birth, telephone numbers, names, initials, passport number, driving license details, etc; or
 - B. is a sequence of numbers associated with the account number;
 - (b) not disclosing the PIN or password to anyone (including the Bank's staff) and not stating it in any instructions given to the Bank whether verbally or in writing;
 - (c) not allowing any other person to use the Card, PIN, Security Device, Internet Banking and Mobile Secure Key;
 - (d) never making a record of the PIN or password in a way that might be understood by someone else;
 - (e) never writing the PINs or password on the Card or account statement or anything that is connected with the Bank;
 - (f) promptly destroying any advice from the Bank concerning the PIN after receipt; and
 - (g) informing the Bank immediately if the Customer knows or suspects that someone else knows the PIN or password.
- (ii) The Customer shall promptly notify the Bank:

- (a) as soon as reasonably practicable after having discovered that the Card, Security Device, and/or mobile device with Internet Banking and Mobile Secure Key is lost, stolen or that an unauthorised transaction had occurred or the PIN or Biometric Credentials may have been compromised;
 - (b) immediately without undue delay of any change to Customer's contact number or upon receiving transaction alert (SMS) for unauthorised transaction or discovered any discrepancy in the Customer's account statement.
- (iii) All transactions carried out using any Card, PIN, Biometric Credentials, Security Device/Mobile Secure Key or password shall be taken as "authorised transactions" if:
- (a) the Card and the corresponding PIN, Security Device/ Mobile Secure Key, password or Biometric Credentials was used and the security of the Bank's fund transfer system was fully functional on that day; and
 - (b) the officers of or agents appointed by the Bank were not fraudulent or negligent in carrying out the transaction.

18. Use of Card

- (i) The Bank shall charge applicable fees for Card usage and the amounts are as stated in the Bank's Tariff and Charges on the Bank's website.
- (ii) Any Card retained by the ATM or automated facilities located:
 - (a) within the Bank's or HSBC Amanah's premises and not collected after 2 banking days from date of retention; or
 - (b) outside the Bank's or HSBC Amanah's premises;shall be destroyed. Issuance fee for new Card will apply if Customer later requests for a Card.
- (iii) The Bank shall cancel any Card that has not been used to carry out a withdrawal or purchase within such period prescribed by the Bank. Issuance fee for new Card will apply if Customer later requests for a Card and such fee will be debited to the Customer's account.
- (iv) The Customer must notify the Bank immediately of any loss or theft of any Card or Security Device, mobile device with Internet Banking and Mobile Secure Key or disclosure (or suspected disclosure) or compromise of any PIN, Biometric Credentials or password. The Bank shall not be liable for any loss suffered by the Customer from any unauthorized transactions that resulted from the Customer's unreasonable delay in notifying the Bank of the loss or theft of the Card or Security Device or mobile device with Internet Banking and Mobile Secure Key or negligence in disclosure of any PIN, Biometric Credentials, Security Codes or password.
- (v) All Cards remain the property of the Bank and must be surrendered by the Customer upon the Bank's request, conversion or closure of account, and returned to the Bank upon the Customer's death. In addition to the aforementioned and for Fusion Customers, all Cards must also be returned to the Bank upon the presentation of a petition or the making of an order by a court or the passing of a resolution for the winding-up or dissolution of the Customer or the appointment of liquidator, receiver, manager, trustee or similar official of the Customer; or upon the enforcement of any distress or execution action on any of the Customer's assets; or upon the closing of the Customer's main operating account or any other accounts specified by the Customer for cash withdrawal via ATM with the Bank.
- (vi) Any Customer to a joint account who has ceased to have joint authority shall cease using the Card and immediately surrender the Card to the Bank. The Bank shall not be held liable for any action, suits, proceedings, claims, demands, losses, costs, damages and any expense which may be incurred in connection with the continued use of the Card by such Customer and for any losses caused.
- (vii) All cash withdrawals from ATM are subject to:
 - a daily limit of RM5,000 or such other amount as notified by the Bank from time to time and which may be reduced by the Customer by giving written instructions over the counter to the Bank;
 - charges as stated for the time being in the Bank's Tariff and Charges on the Bank's website; and
 - the Available Balance in the account being enough to cover both the amount to be withdrawn and the charges.
- (viii) The Customer acknowledges that the credit or debit balance on the ATM video screen, the internet, any other terminal or channel, or advice slip may be pending verification and/or clearance and cannot be taken as a conclusive statement of the account balance given that there may be transactions pending settlement or clearing with other banks/ clearing house. Customers are to refer to account statements for conclusive statement of account balance.
- (ix) The Customer also acknowledges that ATM and other automated facilities are not currently configured for use by the print handicapped or visually impaired persons and such Customer will not hold the Bank liable for any limitation in services arising from the grant of a Card to the Customer at the Customer's request. For Everyday Global Account, the usage of the Card is also subject to the terms stated in the Specific Terms and Conditions applicable to it.

19. Use of Debit Card

- (i) The Customer acknowledges and agrees that:
- (a) the Customer must sign the debit card immediately on receipt from the Bank;
 - (b) the debit card is not transferable and can only be used by the person to whom it is issued;
 - (c) the debit card may only be used during the validity period stated on the card;
 - (d) the debit card may be linked to the Customer account(s) for ATM transactions. However, the Everyday Global Debit Card can only be linked to the Everyday Global Account and vice versa;
 - (e) For Everyday Global Account, the Customer may choose to designate and link only one account to the debit card from which payments at POS terminals will be debited to;
 - (f) purchases at POS terminals are subject to the limits set by the Bank which may be increased or decreased by the Customer up to the specified limit as stated for the time being on the Bank's website at www.hsbc.com.my by giving written instructions over the counter to the Bank;
 - (g) the Customer will not use the debit card for or in connection with any unlawful activity or purpose (including without limitation online gambling) and which may result in the Bank rejecting transactions at POS terminals and terminating the debit card immediately, without any liability on the Bank; and
 - (h) the Bank will use reasonable endeavors to ensure that electronic channels are available to the Customer on demand however, there may be circumstances of mechanical defect or malfunction of any ATM, POS terminal, internet network or such other terminals or channels available and the Customer will be required to proceed to the branches or any other alternative channels to be directed by the Bank for the required service.
- (ii) The Customer agrees that all transactions on the debit card are subject to:
- (a) the respective ATM daily withdrawal and debit card daily purchase limits;
 - (b) fees as stated for the time being in the Bank's Tariff and Charges on the Bank's website; and
 - (c) the Available Balance in the designated account being enough to cover any amount to be withdrawn from ATM, purchases at POS terminals and fees.
- (iii) The Customer acknowledges that for payments at POS terminals:
- (a) the Customer must enter PIN or Biometric Credentials when prompted for PIN or Biometric Credentials entry to complete the purchase or the transaction may be declined;
 - (b) the Customer may not be required to enter PIN or Biometric Credentials for transactions performed overseas in which case the Customer's signature will be required;
 - (c) the Customer may not be required to sign or enter PIN or Biometric Credentials for contactless transactions performed locally in the amount of RM250 and below or such other amount as determined by Visa, MyDebit and/or the Bank;
 - (d) the merchant may check to ensure there are sufficient funds in the designated account by sending an authorisation request to the Bank. The Bank has the discretion to decline any debit card transaction, even if there is sufficient current balance in the Customer's account;
 - (e) on approval for some transactions, part of the account balance may be on hold until the transaction is concluded. The hold on the amount and duration will be determined by the Bank;
 - (f) for Automated Fuel Dispenser ("AFD") transactions for petrol purchases, there will be pre-authorization hold on your debit card as follows:
 - for transactions performed in Malaysia, a pre-authorization amount of RM200 will be held in your designated deposit account when using your Debit Card at AFDs. The pre-authorization amount will be released and the actual transaction amount will be debited from the designated deposit account within 3 working days after the transaction day. The block shall be held for T+3 working days with the "T" being the transaction day;
 - for transactions performed outside of Malaysia, the actual transaction amount will be converted to MYR and debited from the designated deposit account within 14 days after the transaction date. The block shall be held for T+14 working days with "T" being the transaction day.
 - (g) for non AFD transactions, the block shall be held until the transaction is finalized and the final amount debited from the account;
 - (h) the Bank is not liable for any act or omission of any merchant establishment including any refusal to honour the debit card, or any defect or deficiency in any goods or services supplied to the Customer by such merchant;
 - (i) the Customer shall resolve all complaints, claims and disputes against the merchants directly and the Customer agrees not to involve the Bank in any such claims, dispute or legal proceedings; and
 - (j) the Bank shall not be liable for any payment remitted to the merchant notwithstanding any claims and/or disputes that the Customer may have against the merchant.
 - (k) For toll-related transactions, CNP function is automatically and permanently enabled for toll-related transactions on your debit card and there is no option to be disabled. When you tap your card at the toll payment terminal, the toll fares will be directly deducted from the designated deposit account linked to your debit card. You should ensure that there are sufficient funds in your account before making toll payments. The Bank reserves the right to debit your designated deposit account directly without prior notice for toll payment if the cardholder manages to pass through the toll successfully but the toll payment is not successfully charged on the same day due to insufficient funds in the designated deposit account, system outages, technical issues and/or whatsoever reasons, and this may result in a discrepancy between the toll charge date and time versus the actual transaction date and time

- (iv) **Visa** - The Customer agrees that withdrawal and purchase transactions carried out in a currency other than MYR will be debited to the account after conversion to MYR at the exchange rate determined by Visa International, on the date of conversion in addition to a foreign currency conversion fee of 1%. This is not applicable to transactions performed on the Everyday Global Debit Card and debited from the supported foreign currency credit balances. If there are insufficient credit balances in the supported foreign currency account or the transaction is performed in a non-supported foreign currency, the funds will be debited from the MYR account balances at the exchange rate determined by Visa International or the Bank, and a 1% conversion fee will be charged. The transaction will be declined if there is insufficient fund in the MYR credit balances.
- MyDebit** - The Customer agrees that purchase transactions carried out in a currency other than MYR will be debited to the MYR account after conversion to MYR at the exchange rate determined by PayNet, on the date of conversion. No other fees will be charged by PayNet. The transaction will be declined if there is insufficient fund in the MYR credit balances.
- (v) The Customer shall not use or attempt to use the debit card unless there are sufficient funds in the account. If the customer's account is overdrawn (only applicable for current account) and there is no overdraft facility, the customer must, upon the Bank's demand, repay the overdrawn amount plus interest as specified in the terms and conditions governing the account.
- (vi) The Bank reserves the right of set-off, which may involve combining, consolidating, setting off, or transferring funds credited to the Customer's accounts to settle any amounts due or owing by the Customer to the Bank. This right of set-off may be applied between accounts even if they are in different currencies. In such cases, the Bank may perform the set-off with the necessary currency conversion at the exchange rates at the Bank's discretion.
- (vii) (a) In the situation of a card-present unauthorised transaction which require PIN or Biometric Credentials verification, the Customer shall not be liable for the disputed transaction, unless the Customer is proven to have:
- (i) acted fraudulently;
 - (ii) delayed in notifying the Bank as soon as reasonably practicable after having discovered the loss or unauthorised use of the Customer's debit card;
 - (iii) voluntarily disclosed Customer's PIN to another person;
 - (iv) recorded the PIN or Biometric Credentials on Customer's debit card, or on anything kept in close proximity with the debit card, which could be lost or stolen together with the debit card;
- (b) In the situation of a card-present unauthorised transaction which require signature verification or the use of a contactless card, the Customer shall not be liable for the disputed transaction, unless the Customer is proven to have:
- (i) acted fraudulently;
 - (ii) delayed in notifying the Bank as soon as reasonably practicable after having discovered the loss or unauthorised use of the Customer's debit card;
 - (iii) left the debit card or an item containing the debit card unattended, in places visible and accessible to others, except at the Customer's place of residence. However, the Customer is expected to exercise due care in safeguarding the debit card even at the Customer's place of residence; or
 - (iv) voluntarily allowed another person to use the Customer's debit card.
- (c) To facilitate the Bank investigating into any report of lost or stolen debit card, the Bank will require the assistance of the Customer to perform the following:
- (i) notwithstanding that the Customer may have lodged a verbal report, the Bank will require the Customer to complete a written report, which may include the completion of a questionnaire; and
 - (ii) to provide the Bank with a copy of a police report filed in relation to the lost or theft of the debit card.
- (viii) The Customer also acknowledges that ATM, POS terminals and other automated facilities are not currently configured for use by the print handicapped or visually impaired persons and such Customer will not hold the Bank liable for any limitation of services arising from the use of the debit card at the ATM, POS terminals or other automated facilities.

20. Cheque & Cash Deposits

- (i) The Customer agrees to follow the prescribed procedures correctly when using the automated facilities provided by the Bank for cheque and cash deposits. The Customer agrees that all uncrossed cheques should be crossed by drawing 2 parallel diagonal lines across the top left hand corner of the cheque before depositing to prevent fraudulent endorsement or changes to be made to the cheque.
- (ii) The Customer acknowledges that they will check all debit or credit transactions after using the automated facilities and the Bank shall not be responsible for any loss or damage caused directly or indirectly by mechanical failure or other cause which is beyond the Bank's control.

- (iii) The Customer acknowledges that cheque deposit made through the automated facilities provided by the Bank will be processed in accordance with the Bank's cut-off times as specified at the point of deposit and shall be taken to have been made only when verified, duly cleared and entered into the Bank's records.
- (iv) The Customer acknowledges that the deposited amount on the video screen of the automated facilities or advice slip may be pending verification and/or clearance and hence will not be treated as received for value until the amount deposited is entered into the Bank's records.
- (v) The Customer also acknowledges that cheque made through the automated facilities provided by the Bank will be processed in accordance with the Bank's cut-off times as specified on the video screen of the facility and if not specified on the facility, at the Express Banking lobby or banking hall of the Bank.
- (vi) The Bank reserves the right to deduct from your account the full value of any notes deposited which are subsequently verified as fake.
- (vii) The Customer agrees to provide relevant information/supporting documents required, failing which, the Bank has the right to reject the cash deposit.

21. Foreign Currency Cheques

- (i) The Customer acknowledges that:
 - the Bank may be subject to foreign laws when collecting foreign currency cheques on behalf of the Customer from a paying bank outside Malaysia ("foreign collection"); and
 - the foreign laws may allow the paying bank to demand refund from the Bank within 6 years after the cheque has cleared.
- (ii) The Customer agrees:
 - that the Bank reserves the right to debit the Customer's account for the refund;
 - that the Bank shall not be liable for any loss suffered by the Customer; and
 - to fully reimburse the Bank for all fees, costs and expenses incurred in the course of providing the service including arising from the Bank's use of and liaison with intermediaries and third parties as the Customer's agent.
- (iii) The Customer further acknowledges and agrees:
 - that the Bank may in its discretion refuse to accept for collection or purchase any foreign currency cheque, bill or other instrument notwithstanding that there is no irregularity or alteration on such foreign currency cheque, bill or other instrument or that an alteration has been countersigned by the Customer as the Bank may not be able to provide clearing assistance on the same;
 - that the Bank is not obliged to give its reasons for exercising its discretion to refuse to accept for collection or purchase any foreign currency cheque, bill or other instrument; and
 - that the Bank shall not be liable for any loss suffered by the Customer.

22. Inward Remittances

- (i) The Bank reserves the right:
 - to debit the Customer's account with the same amount credited earlier, when the relevant cheque, instrument, payment order or instruction is subsequently returned unpaid or cannot be presented or cleared due to loss or destruction or misplaced in the process of presenting or, if the amount was wrongly credited in the first place, and the Bank shall not be liable for any loss suffered by the Customer;
 - to amend under advice, the pay-in-slip due to errors, wrong addition, missing items or third party account payee cheques collected in error;
 - to stop any inward remittance in favour of the Customer if the originator's information received by the Bank is incomplete or if the originator does not furnish the Bank with the purpose of the remittance, and the Bank shall not be liable to the Customer for the delay or rejection of the inward remittance;
 - to reverse any payments received through Interbank GIRO from a resident or external account for credit to the Customer's external account with the Bank, if the originator does not furnish the Bank with the purpose of the payments, or if the amount is more than RM10,000 per transaction and/or if it is from a non-permitted source under BNM Foreign Exchange Policy.
- (ii) The Customer agrees:
 - that the Bank shall not be liable to the Customer for any loss, error, omission or delay by the correspondent, clearing or intermediary bank which may take place in the transfer or transmission of inward remittances into the Customer's Bank account unless caused by the Bank's negligence or default; and
 - that the Bank can only credit the funds into the Customer's account upon receipt of the same from the correspondent, clearing or intermediary bank.

23. Outward Remittances

- (i) The Customer acknowledges that:

- all applications for outward remittances (e.g. telegraphic transfers, global money transfers, demand drafts, cashier's orders, RENTAS, Interbank GIRO) are subject to the Bank's daily cut-off times;
 - applications for same day value are also subject to cut-off times based on the geographical location of the recipient;
 - applications for outward remittances received after the relevant cut-off time will only be processed on the next banking day; and
 - for remittances dependent on other institutions, the Bank will process the application according to the Bank's daily cut-off times and forward the same to the other institution for their processing and the Bank shall not be liable to the Customer for any delay and/or error in processing on the part of the other institution.
- (ii) The Customer agrees that:
- the application for telegraphic transfers or demand drafts will be carried out by the Bank in the same currency in which the Customer pays the Bank, unless the Customer specifically instructs the Bank in writing differently;
 - unless the rate of exchange is confirmed with the Bank's dealer for the transaction, if the Bank is unable to give a firm quotation for the rate of exchange, the Bank shall carry out the remittance based on a provisional rate and when the actual rate is known, any difference between the provisional rate and the actual rate shall be debited or credited to the relevant Customer's account; and
 - all charges for remittances are to be debited to the relevant Customer's account.
- (iii) The Bank reserves the right to draw the telegraphic transfer or the demand draft on a different bank branch or location from that specified by the Customer if the Bank's operational circumstances require it.
- (iv) The Customer must ensure that the recipient bank and beneficiary details are accurate and complete in the application form.
- (v) The Customer acknowledges that transfer of funds from a credit card account to any third party account through Interbank GIRO is treated as a cash advance and the relevant Cardholder Agreement applies.
- (vi) The Customer agrees that the Bank shall not be liable to the Customer:
- for any delays or rejection by the receiving or intermediary parties which may take place in the transfer, transmission and/or application of funds; or
 - delays or rejection of telegraphic transfers (arising from inaccurate or incomplete payment details provided by the Customer), for any error, omission or mutilation which may take place in the transmission of the message (literally or in cipher) or for its misinterpretation by the receiving or intermediary party when received;
 - losses arising from any of above.
- (vii) The Customer acknowledges that crediting of funds transfer through Interbank GIRO shall be identified based on the account number provided. The Customer may also provide additional identification to effect the crediting and shall be limited to the identification fields accepted in the Interbank GIRO payment format.

24. Carrying Out Payment/Remittance Instructions

- (i) The Bank reserves the right to carry out the Customer's payment or remittance instructions by any method the Bank sees fit in spite of any specific instructions from the Customer. The Customer acknowledges that any request for cancellation of a payment or remittance instruction must be made in writing and once the remittance instruction has been issued, the Bank has the discretion whether or not to cancel the same. Any cancellation will be subject to the Bank's right to debit the Customer's account for all charges and any foreign exchange losses arising from the cancellation.
- (ii) If the Customer's payment or remittance instructions need to be carried out via a payment or clearing system operated by a third party, the Customer agrees that the Bank may use any correspondent, agent, sub-agent, agency or any other financial institution (collectively, "Intermediary"), and the Customer consents to the Bank disclosing all necessary information to the same. The Customer acknowledges that such payment or remittance less any applicable charges, shall be credited to the beneficiary's account based solely on the account number given by the Customer.
- (iii) The Customer agrees that the Bank or relevant Intermediary shall not be liable for any failures, delays, errors, omissions, interruptions, misinterpretation or any other outcome due to the payment or remittance instructions being sent or received through whatever channels of communication where not caused by the Bank or relevant intermediary.
- (iv) The Customer consents to the Bank disclosing the Customer's name and account number in the transaction details sent to the recipient financial institution and/or the payee.

25. Carrying Out Standing/Periodic Instructions

- (i) The Customer agrees to notify the Bank in writing or via channels made available by the Bank, of any changes or amendments to the:
- payment amount or payment limit;

- method of payment; and/or
- periodicity of payment;

for standing or periodic payment instructions and subject to Clause 27 below, the Customer acknowledges that such changes or amendments shall take effect after 1 week from the Bank's receipt of such notice.

- (ii) The Customer agrees that the Bank may terminate the standing or periodic payment instructions with regard to future payments at any time, by written notice to the Customer where it is no longer able to execute the same or upon receipt of written confirmation from the payee named in the standing or periodic payment instructions that no further payment is required.
- (iii) The Customer acknowledges that the standing or periodic payment instructions will be carried out provided there are sufficient funds in the account and the Bank shall not be liable to the Customer for any missed payment due to insufficient funds.
- (iv) If the standing or periodic payment instructions are given for a payment limit, the Customer acknowledges that the Bank does not have any responsibility to verify the correctness of the amounts charged by the payee, and any disputes over the amounts are to be settled by the Customer directly with the payee.

26. Autopay Services

In these Generic Terms & Conditions:

"Autopay" means batch payments using a numerically based system.

"Autopay In" means payments to the Customer using Autopay.

"Autopay Out" means payments by the Customer using Autopay.

"Autopay Services" means either Autopay In or Autopay Out.

- (i) The Customer acknowledges that Autopay Services is dependent on a numerically based system and therefore the Bank is not obliged to ensure that the account/payee names given by the Customer are identical or similar to the account names in the Bank's records, and agrees that a transfer to or from an account having the same number as that given by the Customer shall be a good and complete discharge by the Bank of the Customer's instructions.
- (ii) The Customer authorises the Bank to debit the Customer's account with the charges for Autopay Services as stated for the time being in the Bank's Tariff and Charges on the Bank's website.
- (iii) The Customer acknowledges that:
 - if a payment due date falls on a holiday, entries will be passed on the banking day prior to the holiday;
 - if there is insufficient funds in the Customer's account or any occasion under Autopay Out, it will cause the Customer's instructions to be automatically cancelled;
 - Autopay Services may be terminated by the Bank at any time by giving 7 days' prior written notice to the Customer.
- (iv) The Customer acknowledges that the Bank is not liable for any loss or delay which may take place in the transfer, transmission, input and/or application of funds outside of the Bank's control.
- (v) The Customer agrees to reimburse the Bank for any actions, proceedings, claims, demands, liabilities, losses, damages, costs and expenses which the Bank may incur as a result of carrying out the Customer's instructions under Autopay Services.

27. Priority of Payment

The Customer agrees that the Bank has discretion to determine the order of priority of payment from the funds of the Customer, of any cheque drawn on the Customer's account or any standing or third party payment instructions from the Customer on a first come first out basis.

28. Customer's Instructions

The Customer acknowledges that the Customer's instructions may be carried out even though:

- (i) they conflict with or are inconsistent with other instructions or mandates given by the Customer to the Bank; and/or
- (ii) account(s) which are for the time being in credit or overdrawn, may become or remain overdrawn as a result.

In any of the above cases, the Customer shall be liable for any resulting advance or credit facilities created subject to interest at the rate determined by the Bank, and Clause 2 above shall apply. The Customer shall ensure that there are sufficient funds in the Customer's account or prearranged credit facilities to meet all payment instructions.

All instructions by a Customer shall remain effective for the protection of the Bank for payments made or instructions carried out in good faith in spite of death, bankruptcy or winding-up or the revocation of any such instructions by any means by the Customer, until written notice with documents evidencing such death, bankruptcy, winding-up or such revocation is received by the Bank.

29. Beyond Bank's Control

The Customer shall not hold the Bank responsible for any loss or damage which the Customer may suffer arising from service failure due to breakdown or malfunction of any computer, network or equipment not under the control of the Bank, attempted or actual acts of terrorism, outbreak of epidemics, acts of God or any circumstances beyond the Bank's control.

30. Telecommunications

- (i) At the request of the Customer, the Bank is authorised to release information relating to the Customer's account, exchange rates or interest rates (subject to fluctuation) at its discretion via telephone, or telex. Information or rates given via telephone are indicative and shall not be binding on the Bank unless subsequently confirmed by the Bank in writing;
- (ii) The Customer authorises the Bank to send any account information, updates and reminders pertaining to the Customer's account via short messaging service ("SMS") or multimedia messaging service ("MMS") to the Customer's mobile phone number according to Clause 3, including outstanding balance, available balance, overdraft limit (if any) and any other updates that the Bank may make available from time to time.
- (iii) The Customer acknowledges that all digital applications will receive notification on transactions, promotional materials and/or any other kinds of communication via any electronic channel (such as SMS, email, push notifications etc.) and that the Bank may from time to time deliver written notices by letter, press advertisements, or through such other means as the Bank deems necessary or appropriate.
- (iv) The Bank is authorised to rely and act on the instructions received by the Bank from the Customer via telephone, mobile phone (including SMS or MMS sent from the Customer's mobile phone number according to Clause 3), electronic medium (i.e. online communications including but not limited to instructions received via mobile banking applications), telex or (excluding instructions received for Credit Card accounts) or other means of telecommunication ("collectively, Telecommunication Instructions") and the Customer agrees that the Bank is authorised to treat any Telecommunication Instructions which the Bank believes came from the Customer (after taking reasonable steps to verify the identity of the person giving or the source of the Telecommunication Instructions) as fully authorised by the Customer and to rely and act on it, and the Bank shall not be liable for any loss suffered by the Customer if such Telecommunication Instructions did not in fact come from the Customer. In spite of what is stated in this Clause, the Bank is not obliged to accept and act upon Telecommunication Instructions regarding:
 - a) change in account mandate;
 - b) change of authorised signatories;
 - c) grant of Power of Attorney to another person or entity;
 - d) payment instructions;
 - e) closure of account(s) and transfer of the remaining balance.
- (v) The Customer agrees to indemnify the Bank against all actions, claims, demands, liabilities, losses, damages, costs and expenses of whatever nature which the Bank may sustain, suffer or incur as a result of the Bank acting on the Telecommunication Instructions which has been reasonably verified by the Bank. This indemnity shall continue in spite of any revocation of authorisation, termination of any service and/or closure of any account.
- (vi) The Bank may at its discretion, introduce further security measures to ensure, as far as possible, that the Telecommunication Instructions have been authorised by the Customer.
- (vii) The Customer may revoke the authorisation in this Clause 30(i) or (ii) and/or Clause 30(iv) by written notice signed according to the account mandate and given to the branch of account.

31. Indemnity from Customer

Where the Customer has undertaken to indemnify or reimburse the Bank, the indemnity and/or reimbursement obligation shall continue in spite of the termination of any service and/or closure of any account.

32. Legal Expenses

The Customer agrees that:

- (a) all legal expenses incurred by the Bank for the recovery of any amount from the Customer under any credit facilities or account shall be borne by the Customer; and
- (b) the judgement sum shall carry interest at the existing interest rate(s) applicable to the credit facilities or account from the date of judgment to the date of full payment.

33. Conflict & Order of Priority

If there is any inconsistency between these Generic Terms & Conditions, the applicable Specific Terms & Conditions and any account-related/Services-related documentation, the terms and conditions shall prevail in the following order: (please refer to Clause 41 for the definition of "Services")

- (a) Clauses 8, 9, 10, 14 and 41 of these Generic Terms & Conditions;
- (b) the Account-related/Services-related documentation
- (c) the applicable Specific Terms & Conditions; and
- (d) lastly, all the other clauses of these Generic Terms & Conditions not specified in paragraph (a) above.

34. Notices

Any statement, notice, communication or demand for which the manner of delivery is not specifically stated in these Generic Terms & Conditions, the applicable Specific Terms & Conditions or the Client Charter (available on the Bank's website at www.hsbc.com.my):

- (a) that is required to be in writing, may be given by the Bank to the Customer
 - (1) at the Customer's address or email address or handphone number maintained in the Bank's records:
 - (i) personal delivery and shall be taken to have been received at the time of delivery;
 - (ii) ordinary/registered post (either AR or non-AR registered) or courier and shall be taken to have been received on the 3rd day after posting or the 3rd day after dispatch to the courier service provider, as the case may be, even though it may later be returned undelivered, or the Bank is not in receipt of the signed AR card or the Customer's acknowledgement of receipt; or
 - (iii) email and electronic message shall be taken to have been received at the time of transmission;
 - (2) posting on the Bank's website, and shall be taken to have been received immediately after such posting by the Bank.
- (b) shall be given by the Customer to the Bank in writing by:
 - (i) delivery; or
 - (ii) post;to the branch of account, and shall be received on the day of actual receipt by the Bank.

35. No Waiver & No Assignment

- (i) No act, omission, failure or delay by the Bank in exercising any power, right or remedy under these Generic Terms & Conditions shall be taken as a waiver by the Bank unless the waiver is confirmed by the Bank in writing. A single or partial exercise by the Bank of any power, right or remedy does not prevent further exercise or the exercise of any other power, right or remedy.
- (ii) The Customer is not allowed to assign or transfer any of the Customer's rights or obligations to any person unless with the Bank's prior written agreement.

36. Illegality

Any term or condition in these Generic Terms & Conditions which is unenforceable shall not affect the remaining terms and conditions.

37. Dormant Account

- (i) An account with no customer initiated transactions (e.g. deposits or withdrawals) for a continuous period of 12 months (excluding those initiated by the Bank) shall be classified by the Bank as dormant. An account which is dormant for a continuous period of 7 years shall be classified as unclaimed monies and the account balance will be subsequently paid by the Bank into the government consolidated fund for unclaimed monies. The Customer will be required to apply directly to the consolidated fund for any return of the unclaimed funds.
- (ii) The Customer will not be able to transact on a dormant account until the Customer reactivates the account at the Bank's counter or Bank's Telebanking Centre with proper verification before the account is classified as unclaimed monies.

38. Fraud

The Customer agrees to co-operate with the Bank and the police in trying to recover any losses resulting from the Bank acting on instructions which the Customer subsequently informs the Bank were not in fact given or authorised by the Customer. The Customer consents to the Bank disclosing information about the Customer and/or the Customer's account to the police or other third parties including in legal proceedings, if the Bank is of the view that it will help to prevent or recover losses.

39. Fees, Charges & Rates

The Customer acknowledges that:

- (i) the applicable fees and charges are found in the Bank's Tariff and Charges on the Bank's website at <https://www.hsbc.com.my/content/dam/hsbc/my/docs/tariff-charges.pdf> and forms part of these Generic Terms & Conditions binding on the Customer, and that the Bank reserves the right to impose and/or revise from time to time by way of notice under Clause 7, such fees and charges as may be required in order to continue to provide the services to the Customer; and
- (ii) the applicable interest rates for deposits are found on the Bank's website at <https://www.hsbc.com.my/content/dam/hsbc/my/docs/interest-rates.pdf> (as updated from time to time).

40. Jurisdiction

The Customer submits to the non-exclusive jurisdiction of the courts in Malaysia.

41. Definitions

For the purpose of 8, 10, 14 and 33:

"Authorities" includes any judicial, administrative, public or regulatory body, any government, any Tax Authority, securities or futures exchange, court, central bank or law enforcement body, or any of their agents with jurisdiction over any member of the HSBC Group.

"Compliance Obligations" means obligations of the HSBC Group to comply with: (1) Laws or international guidance and internal policies or procedures, (2) any demand from Authorities or reporting, disclosure or other obligations under Laws, and (3) Laws requiring the Bank to verify the identity of customers.

"Connected Person" a person or entity (other than the Customer) whose information (including Personal Data or Tax Information) is provided by, or on behalf of, the Customer to any member of the HSBC Group or which is otherwise received by any member of the HSBC Group in connection with the provision of any accounts, products and/or services. A "Connected Person" means a person or entity (other than the Customer) whose information (including Personal Data or Tax Information) is provided by, or on behalf of, the Customer to any member of the HSBC Group or which is otherwise received by any member of the HSBC Group in connection with the provision of any accounts, products and/or Services. A "Connected Person" may include, but is not limited to, any guarantor, or security provider, a shareholder, director or officer of a company, guarantor or security provider, partners or members of a partnership, office-bearers, any signatories, users, delegates or system administrators, any "substantial owner", "controlling person", or beneficial owner, trustee, settlor or protector of a trust, account holder of a designated account, payee of a designated payment, representative, agent or nominee of the Customer, or any other persons or entities having a relationship to the Customer (such as the Customer's buyers, suppliers and vendors) that is relevant to the Customer's relationship with the HSBC Group

"Controlling persons" means individuals who exercise control over an entity. For a trust, these are the settlor, the trustees, the protector, the beneficiaries or class of beneficiaries, and any other individual who exercises ultimate effective control over the trust, and for entities other than a trust, these are persons in equivalent or similar positions of control.

"Customer Information" means (1) Personal Data, (2) confidential information (including information about the Customer, the Customer's accounts, transactions and use of the Bank's products and Services, and the Customer's relationships with the HSBC Group) and/or (3) Tax Information of either the Customer or a Connected Person.

"Financial Crime" means money laundering, terrorist financing, bribery, corruption, tax evasion, fraud, evasion of economic or trade sanctions, and/or any acts or attempts to circumvent or violate any Laws relating to these matters.

"Financial Crime Risk Management Activity" means detection, investigation, reporting and prevention of Financial Crime.

"HSBC Group" means HSBC Holdings plc, its affiliates, subsidiaries, associated entities and any of their branches and offices (together or individually), and "member(s) of the HSBC Group" has the same meaning.

"Laws" include any local or foreign law, regulation, judgment or court order, voluntary code, sanctions regime, agreement between any member of the HSBC Group and an Authority, or agreement or treaty between Authorities and applicable to the Bank or a member of the HSBC Group.

"Personal Data" means any information relating to an individual from which the individual can be identified including any expression of opinion about the individual.

"Services" include financing and banking facilities, and other banking services.

"Substantial owners" means any individuals entitled to more than 10% of the profits of or with an interest of more than 10% in an entity either directly or indirectly.

"Tax Authority" means local or foreign tax, revenue or monetary authorities.

"Tax Certification Forms" means any forms or other documentation as may be issued or required by a Tax Authority or by the Bank from time to time to confirm the tax status of the Customer or of a Connected Person. "Tax Information" means documentation or information about the Customer's tax status and the tax status of any owner, "controlling person",



“substantial owner” or beneficial owner of the Customer, that the Bank considers, acting reasonably, is needed to comply (or demonstrate compliance, or avoid non-compliance) with any member of the HSBC Group’s obligations to any Tax Authority.

“**Tax Information**” includes, but is not limited to, information about: tax residence and/or place of organisation (as applicable), tax domicile, tax identification eCertification Forms, certain Personal Data (including name(s), residential address(es), age, date of birth, place of birth, nationality, citizenship).

Specific Terms & Conditions (January 2024)

For HSBC Premier and HSBC Advance

These Specific Terms & Conditions (not applicable to credit cards) should be read together with the Generic Terms & Conditions and the Specific Terms & Conditions for Wealth & Personal Banking of the relevant account/product/service opened with or provided by HSBC.

*** All deposit products below are protected by PIDM up to RM250,000 per depositor.**

1. Premier and Advance Account

- (a) Interest shall be:
- calculated on a daily basis;
 - on the balance at the end of each day;
 - at a rate published on the Bank's public website at the following link <https://www.hsbc.com.my/content/dam/hsbc/my/docs/interest-rates.pdf>.
- The interest earned (to the nearest sen) will be credited to the account on a monthly basis.
- (b) The Customer is required to maintain the account minimum eligibility criteria for the account stated in <https://www.hsbc.com.my/premier/> for HSBC Premier and <https://www.hsbc.com.my/advance/> for HSBC Advance, as determined by the Bank which is subject to change from time to time ("Eligibility Criteria") failing which a monthly account fee as stated in the Bank's Tariff and Charges which can be viewed at the Bank's website shall be imposed.
- (c) The Customer confirms that it has not been reported by any bank to the credit bureau set up by Bank Negara Malaysia, and acknowledges that the Bank has the right to close the account if the Customer is so reported and the Bank in good faith believes it negatively impacts the Customer's credit rating.
- (d) The Customer agrees:
- not to write any notations on the face of a cheque, and if any are written, the Bank has the right to ignore the notations without being liable to the Customer; and
 - not to make any changes on a cheque, and the Bank has the right to dishonour and return a cheque which the Bank views as having any changes, even if countersigned by the authorised signatories.
- (e) The Customer agrees that it is the Customer's responsibility to keep the cheque book secure (preferably locked) and under its sole control at all times, and if the Customer fails to do so, the Bank shall not be liable for any loss suffered by the Customer.
- (i) The Customer agrees not to write cheques in a way which may allow the cheque to be tampered with or facilitates fraud, and to take precautionary measures such as, but not limited to:
- using only non-erasable ink (not erasable ballpoint pens, pencils, electronic typewriter or any other instruments);
 - not leaving signed or unsigned cheques unattended;
 - not pre-signing cheques in blank; and
 - destroying completely spoilt cheques; failing which no liability shall attach to the Bank.
- (f) The Customer acknowledges that a stop payment instruction may only be carried out if the cheques has not been presented for payment, and once carried out, cannot be reversed and:
- the words "stop payment" will be stamped on the cheque;
 - re-presentation of the cheque is not allowed; and
 - handling fees and penalty charges (if the account has insufficient funds for the cheque) will be charged and debited to the account.
- (g) The Customer agrees to check upon receipt, that:
- the Customer has received the correct number of cheque books;
 - each cheque book has the correct number of cheque leaves;
 - account details printed are correct; and
 - to read and carry out all the instructions printed on the inside front cover of the cheque book; and if the Customer fails to do any of it, the Bank shall not be liable for any loss suffered by the Customer.
- (h) The Customer agrees not to issue cheques when there are insufficient funds in the account. Penalty charges for returned cheques due to insufficient funds as stated for the time being in the Bank's Tariff and Charges

which can be viewed at <https://www.hsbc.com.my/content/dam/hsbc/my/docs/tariff-charges.pdf> will be charged and debited to the account.

(i) The terms and conditions for Current Account shall also apply.

2. Premier and Advance Flexitime Deposit Account

- (a) A minimum initial deposit as determined by the Bank is required.
- (b) Deposits will earn simple interest, unless otherwise stated in writing by the Bank.
- (c) Duration of placement is subject to a minimum of 1 month and a maximum of 60 months.
- (d) On placement, the deposit must be debited from the Customer's savings/current account and information on the deposit will be included in the Customer's account statement.
- (e) All deposits plus interest earned shall be automatically renewed for the same period upon its maturity date based on the prevailing board rate at the time of renewal, unless instructions in writing or via channels made available by the Bank are received by the Bank from the Customer or its successors in title beforehand. The Customer has the right to give and/or to amend any instructions up to the maturity date.
- (f) The start date of any renewal shall correspond to the maturity date of the previous cycle.
- (g) If the maturity date falls on a non-business day, it will be automatically adjusted to the next business day. However, subsequently, the maturity date of any renewal shall correspond to the numerical day on which the initial time deposit was placed.

Illustration:

1-month Flexitime Deposit being placed on 4th January 2024 and auto renewed every month.

Cycle	Start Date	Maturity Date	Remarks
Initial Flexitime Deposit Placement	4 th January 2024	7 th February 2024	4 th , 5 th and 6 th February are non-business days
First Renewal	7 th February 2024	6 th March 2024	4 th and 5 th March are non-business days
Second Renewal	6 th March 2024	4 th April 2024	-

- (h) The Customer agrees that on the maturity or withdrawal, the deposit and/or interest shall be credited to the same account from which the deposit originated.
- (i) Placement of funds by cheque is subject to clearance of the cheque.
- (j) The placement advice only serves as a record of transaction and is not required to be presented during withdrawal.
- (k) The payment of interest, if any, shall be paid:
 - on the maturity date; or
 - every half-yearly if instructed (for deposit at or over 13 months only); or
 - at periodic intervals at the Bank's discretion.
- (l) No interest shall be paid on any Flexitime Deposit premature withdrawal that has not completed its respective full tenure period.

Illustration of interest payment upon maturity and premature withdrawal:

Illustration 1 – Interest upon maturity

Principal Amount	= RM 10,000
Tenure	= 12 months (365 days)
Rate	= 3.00% p.a.
Interest payment	= Principal x Rate x Number of days in the tenure / number of days in a year = RM 10,000 x 3.00% x 365/365 = RM 300

Illustration 2 – Interest for Flexitime Deposit premature withdrawal that has not completed its respective full tenure period

Principal Amount	= RM 10,000
Tenure	= 12 months (365 days)
Rate	= 3.00% p.a.
Withdrawal	= 4 months after placement is made (122 days)
Interest payment	= RM 0

3. Premier/Advance with EasiGrow (optional for link with the Premier/Advance Account)

(Note: This Product has been discontinued. The terms herein apply to existing accountholders only)

(a) Premier/Advance Account customers may open a Premier/Advance with EasiGrow Account (“PME”) and:

- select a time period of three (3), five (5) or ten (10) years (“Selected Tenure”); and
- set up a monthly Standing Instruction (“SI”) authorising the Bank to transfer a fixed sum subject to a minimum amount of RM250 from the Premier/Advance Account to the PME on a specific date every month throughout the Selected Tenure (“SI Date”).

The Customer is only required to set up one SI for each PME.

- (b) Interest will be calculated on a daily basis and credited to the PME monthly.
- (c) No debit card, chequeing facilities and Short Message Service will be provided for the PME.
- (d) In accordance with paragraph (a) above, the Customer may only set up one (1) SI throughout the Selected Tenure of the PME. No variation or amendment may be made to the sum, mode of payment and Selected Tenure.
- (e) Overdraft facility (if any) granted to the Premier/Advance Account will not be used to effect the SI.
- (f) In addition to the SI to be effected every month, the Customer may directly transfer or deposit any additional sum into the PME anytime during the Selected Tenure.
- (g) The Customer agrees that the Bank will execute the SI every month on the SI Date. There will be no contribution to the PME for that month if the Bank cannot execute the SI due to insufficient funds in the Premier/Advance Account.
- (h) If the Bank is unable to execute the SI for three (3) consecutive months, upon reasonable notice given to the Customer, the PME shall be closed on the day before the next SI is to be effected unless the Customer has funded the Premier/Advance Account with the total amount of the SI which were not earlier effected, for such to be effected to the PME. On closure of the PME, the balance in the PME less any applicable fees shall be transferred to the Premier/Advance Account.
- (i) (i) The Customer agrees that for withdrawals from PME:
- Only one (1) withdrawal is allowed per calendar month up to 10% of the total balance in the PME or such other sum as may be notified by the Bank from time to time (the “Limit”);
 - it can only be effected from the Premier/Advance Account and the Customer must first transfer the requisite sum from the PME to the Premier/Advance Account; and
 - it will be subject to the terms and conditions applicable to a Premier/Advance Account.
- (ii) In the event the Customer wishes to withdraw a sum in excess of the Limit or makes more than one (1) withdrawal per month from the PME, the PME will be closed and the balance less any fee will be transferred to the Premier/Advance Account.
- (iii) Credit balances in the PME are not available for payment of cheques issued under the Premier/ Advance Account.
- (j) The Customer agrees that a Premature Account Closure Fee as stated for the time being in the Bank’s Tariff and Charges which can be viewed at the Bank’s website will be deducted from the PME if it is prematurely closed prior to the expiration of the Selected Tenure due to:
- the Bank’s inability to execute the SI within 3 months in accordance with paragraphs (a) and (d) above; or
 - the Customer failing to set up an SI within three (3) months from the date of opening of the PME; or
 - the Customer makes more than one (1) withdrawal per calendar month; or
 - the Customer withdraws an amount in excess of 10% of the total balance of the PME or such other sum as may be notified by the Bank from time to time.
- If there are insufficient funds in the PME, the Customer authorises the Bank to deduct the Premature Account Closure Fee from the Premier/Advance Account or any other credit balance held with the Bank.
- (k) The Customer can personalise the PME with a name of up to twenty-eight (28) characters via Online Banking. The personalised name of the PME will appear on Online Banking for the Customer’s reference only and is not intended to constitute the PME as a trust account. The Customer agrees that the Bank is not responsible to monitor that the PME is used for its intended purpose (if it is reflected in the name of the account) and the Customer holds the Bank harmless from any claim and shall indemnify the Bank for any losses and damages arising from any such claim.

(l) At the end of the Selected Tenure:

- the PME will automatically be closed; and
- the credit balance less any fee will be transferred to the Premier/Advance Account.

4. Premier/Advance PLUS Plan

(Note: This Product has been discontinued. The terms herein apply to existing accountholders only)

(a) Premier/Advance Account Customers may participate in the Premier/Advance PLUS Plan ("PLUS Plan"), which consists of:

- Premier/Advance with EasiGrow PLUS Account ("PEPLUS Account") and
- Unit Trust Investment Account ("UT Account").

The Customer will enjoy free coverage under the Takaful Personal Accident (PA) Certificate ("PA Coverage") underwritten by Zurich Takaful (Malaysia) Berhad ("the Takaful Operator") during the Selected Tenure of the Plus Plan subject to the terms and conditions herein and as provided in the Takaful certificate issued by the Takaful Operator.

(b) The Customer may select one of the plans listed in the table below. Once selected, the Bank will transfer the respective portions of the total monthly contribution according to the Customer's Standing Instruction ("SI") from the Customer's Premier/Advance Account to the Customer's PEPLUS Account and the UT Account.

The SI will be effected on the 8th day of each calendar month ("SI Date") throughout the tenure of the selected plan ("Selected Tenure"). The Bank has the right to change the SI Date.

PREMIER

PLAN	Tenure (years)	PEPLUS account (RM)	Unit Trust Investment Account (RM)	Total monthly contribution (RM)	Sum covered (RM)	Period of Takaful coverage (years)
A	3	250	250	500	18,000	3
B	3	500	500	1,000	36,000	3
C	5	250	250	500	30,000	5
D	5	500	500	1,000	60,000	5

ADVANCE

PLAN	Tenure (years)	PEPLUS account (RM)	Unit Trust Investment Account (RM)	Total monthly contribution (RM)	Sum covered (RM)	Period of Takaful coverage (years)
A	3	250	250	500	18,000	3
B	3	500	500	1,000	36,000	3
C	5	250	250	500	30,000	5
D	5	500	500	1,000	60,000	5
E	5	150	150	300	18,000	5

- If there are insufficient funds in the Premier/Advance Account to effect both the SI for PEPLUS Account and UT Account under the PLUS Plan, priority will be given to the SI for the UT Account.
- The Customer agrees that for unit trust investments, a front end fee as stated for the time being in the Bank's Tariff and Charges on the Bank's website will be deducted from the monthly unit trust contribution and the balance will be invested in the UT Account in accordance with paragraph (b) above.
- The PLUS Plan is only available to:
 - sole Premier/Advance Account Customers; and
 - joint Premier/Advance Account Customers whose mandate is either one to sign.
- The Customer agrees that no variation may be made to the:
 - total monthly contribution;
 - SI Date;
 - mode of payment;
 - Selected Tenure;

- period of Takaful Coverage; and
 - switching or transfer of unit trust funds.
- (g) The PA Coverage will terminate upon premature closure of the PEPLUS Account or redemption of the UT Account prior to the expiry of the Selected Tenure.
- (h) For joint accounts, only one of the joint accountholders (as nominated in the account opening form) may enjoy the free PA Coverage.
- (i) Standing Instructions ("SI")
- (i) The Bank has the right to change the SI Date if the SI Date falls on a weekend, public holiday or a day where it is a non-banking day in Kuala Lumpur.
 - (ii) If the PEPLUS Account or the UT account are closed/redeemed ("the Affected Account") or the SI for either the PEPLUS Account or UT Account is/are cancelled, the SI for the Affected Account will automatically cease. The Customer may continue the SI for the remaining account.
- (j) Premier/Advance EasiGrow Plus Plan Account
 [Premier Account with EasiGrow component is protected by PIDM]
 [Advance Account with EasiGrow component is protected by PIDM]
 The existing Specific Terms and Conditions for Premier/Advance with EasiGrow applies except for the following variations:
- (i) In addition to the SI to be effected every month for the PLUS Plan, the Customer may directly transfer or deposit any additional sum into the PEPLUS Account at any time during the Selected Tenure of the PLUS Plan.
 - (ii) If the Bank is unable to execute the SI for three (3) consecutive months, the PEPLUS Account shall be closed on the day before the next SI is to be effected unless the Customer has funded the Premier/Advance Account with the total amounts due under the SI which were not affected, for such to be effected to the PEPLUS Account. On closure of the PEPLUS Account, the balance in the PEPLUS Account less any applicable fees shall be transferred to the Premier/Advance Account.
 - (iii) The Customer agrees that for withdrawals from PEPLUS Account:
 - Only one (1) withdrawal is allowed per calendar month up to 50% of the total balance in the PME or such other sum as may be notified by the Bank from time to time (the "Limit");
 - it can only be effected from the Premier/Advance Account and the Customer must first transfer the requisite sum from the PEPLUS Account to the Premier/Advance Account; and
 - it will be subject to the terms and conditions applicable to the Premier/Advance Account.

In the event the Customer wishes to withdraw in excess of the Limit or makes more than one (1) withdrawal per month from the PEPLUS Account, the PEPLUS Account will be closed and the balance less any fee will be transferred to the Premier/Advance Account.

Credit balances in the PME are not available for payment of cheques issued under the Premier/ Advance Account.
 - (iv) The Customer agrees that a Premature Account Closure Fee as stated for the time being in the Bank's Tariff and Charges which can be viewed at the Bank's website will be deducted from the PEPLUS Account if it is prematurely closed prior to the expiration of the Selected Tenure due to:
 - the Bank's inability to execute the SI within 3 months in accordance with paragraph (i)(ii) above; or
 - the Customer failing to set up an SI within three (3) months from the date of opening of the PEPLUS Account; or
 - the Customer makes more than one (1) withdrawal per calendar month; or
 - the Customer withdraws an amount in excess of 50% of the total balance of the PEPLUS Account or such other sum as may be notified by the Bank from time to time.
- (k) Premier/Advance PLUS Plan
 The existing Terms and Conditions Governing Investment Services apply except for the following variations:
- (i) The Bank has absolute discretion to decide on the number and type of funds offered under the PLUS Plan at any time.
 - (ii) If the Bank is unable to effect the SI:
 - on the SI Date due to insufficient funds in the Premier/Advance Account, there will be no contribution to the UT Account for that month; and
 - for three (3) consecutive months due to insufficient funds in the Premier/Advance Account, the SI for the UT Account will be immediately terminated.
 - (iii) Upon maturity of the PLUS Plan, the unit trust funds purchased under the PLUS Plan will remain in the Customer's UT Account whereby the Terms and Conditions Governing Investment Services will apply.
- (l) If there is any inconsistency, the terms and conditions shall prevail in the following order:

- (i) the portion of the Specific Terms & Conditions for HSBC Premier/Advance on the PLUS Plan;
 - (ii) the remaining portion of the Specific Terms & Condition for HSBC Premier/Advance;
 - (iii) the Terms and Conditions Governing Investment Services; and
 - (iv) Generic Terms and Conditions (applicable to all accounts).
- (m) The PLUS Plan operates as follows:
- (i) If held to maturity:
 - the SI for both the PEPLUS Account and the UT Account will lapse;
 - the PEPLUS Account will automatically be closed and the balance in the PEPLUS Account less any fee will be transferred to the Premier/Advance Account;
 - the UT Account will remain and the Customer may redeem the unit trust funds purchased under the PLUS Plan as and when required by the Customer; and
 - the PA Coverage will lapse.
 - (ii) If the PEPLUS Account or the UT Account within the PLUS Plan is prematurely closed or redeemed or the SI for either the PEPLUS Account or the UT Account is cancelled, then:
 - the SI for the Affected Account will be terminated. The SI for the remaining account will continue until maturity of the Selected Tenure; and
 - the PA Coverage will lapse.
 - (iii) If there is any PA Coverage claim under PLUS Plan and benefits are paid by the Takaful Operator under the terms and conditions of the PA Coverage for sole and joint accounts, then the PA Coverage for such PLUS Plan will no longer apply for the rest of the Selected Tenure.

5. Premier Junior Account

(Note: This product has been discontinued with effect from 6 May 2019. The terms herein are applicable to existing accountholders only)

- (a) The Premier Junior Account ("Junior Account"):
- is an exclusive savings account for Premier Customers who have a child/children under the age of 18 years old; and
 - maintain the minimum Premier eligibility criteria ("Eligibility Criteria").
- The Eligibility Criteria may be updated from time to time and can be viewed at www.hsbc.com.my.
- (b) The Bank reserves the right to close the Junior Account if the Customer fails to maintain the Eligibility Criteria.
- (c) Although the Junior Account will be registered in the name of the Customer and the Customer's nominated child ("the Child"), only the Customer shall be:
- the holder of the Junior Account; and
 - granted access to the Junior Account to perform banking transactions including ATM, Internet Banking and Telebanking services.

In the event such transactions are performed by the Child, it shall be deemed to be performed by the Customer. For avoidance of doubt, all services offered in relation to the Junior Account is for the sole benefit of the Customer unless otherwise stated in writing by the Bank.

- (d) The Junior Account is not a trust account and the Child does not acquire any legal and/or beneficial interest in the Junior Account. The Customer agrees that the Bank is not responsible to monitor that the Junior Account is used for its intended purpose by the Customer and the Customer holds the Bank harmless from any claim and shall indemnify the Bank for any losses and damages arising from any such claim.
- (e) In the event the Customer's Premier Account is closed for any reason whatsoever, the Junior Account will consequently be closed and the balance in the Junior Account less any fee will be returned to the Customer.
- (f) (i) Notwithstanding paragraphs (c) and (d) above, a Premier Recognition Card ("the Card") will be issued to the Child for the purpose of identifying the Child to the Junior Account.
- The Card:
- cannot be used to perform any banking transactions;
 - is by no means transferable to any other party; and
 - is the property of the Bank and must be returned to the Bank by the Customer immediately upon the closure of the Junior Account or as and when requested by the Bank.
- (ii) The Bank reserves the right to withdraw at its absolute discretion the Card and/or any benefits from the Card at any time upon the death, bankruptcy or insolvency of the Customer or in such circumstances that the Bank deems fit.
- (g) The Customer agrees that the Bank may disclose information on the Junior Account to the Child.
- (h) A monthly composite statement for the Junior Account(s) will be issued to the Customer.
- (i) So long as the Child is still a minor, the Customer will enjoy interest rates on the Junior Account as stated for the time being in the Bank's Interest Rates Listing on the Bank's website at www.hsbc.com.my. Interest will be calculated on a daily basis and credited into the Junior Account monthly.

- (j) (i) When the Child reaches the age of majority (18 years of age), the Customer may:
- close the Junior account and open a new Premier Account in the joint names of the Customer and the Child; or
 - open a new Premier Account in the sole name of the Customer; or
- (ii) open a new Premier Account in the sole name of the Child; provided that the Eligibility Criteria is met. (ii) If the Junior Account is not dealt with in the manner above within 6 months of the Child attaining the age of majority, the Junior Account will no longer:
- enjoy the interest rate as stipulated in paragraph (g) above; and
 - the prevailing interest rate applicable to a Premier Account will apply.
- (k) A minimum initial deposit as determined by the Bank is required.

5A. Premier Junior Savers Account

- (a) The Premier Junior Savers Account ("Junior Savers Account") is an exclusive savings account for children of Premier Customers under the age of 18 years old where:
- the Premier Customer ("Parent") maintains the minimum Premier eligibility criteria ("Eligibility Criteria"); and
 - a minimum initial deposit as determined by the Bank is maintained in the Junior Savers Account.
- (b) The Eligibility Criteria may be updated from time to time and can be viewed at www.hsbc.com.my. The Bank reserves the right to close the Junior Savers Account if the Parent fails to maintain the Eligibility Criteria.
- (c) The Junior Savers Account is an account held on trust by the Parent for the benefit of the Parent's nominated child ("the Child"),
- (d) A Parent may open multiple Junior Savers Accounts but the Junior Savers Account can only be opened for one (1) Child per Parent per account.
- (e) The Junior Savers Account is not a joint account even though the Bank will maintain records for both the Parent and the Child. The Junior Savers Account shall be operated by the Parent, and the Bank shall act on the instructions of the Parent in relation to the account operations and shall not accept instructions from the Child (except for limited ATM and POS as below mentioned).
- (f) The Parent may close the Junior Savers Account without the Child in attendance prior to the Child attaining the age of 18 years old. Upon the Child attaining the age of 18 years old, the Parent and Child are both required to close and withdraw all funds in the Junior Savers Account in person. Subsequently, the Child can choose to open a new Premier Account with the Bank in his/her sole name or joint name with the Parent provided the Eligibility Criteria is met.
- (g) Upon the Child attaining the age of 12, the Parent may apply for a debit card for the Child's use and to be issued in the Child's name.
- (h) The Parent agrees that the Bank is not responsible to monitor that the Junior Savers Account is used for its intended purpose by the Parent and/or the Child and the Parent holds the Bank harmless from any claim and shall indemnify the Bank for any losses and damages arising from any such claim except where losses and damages are directly attributable to the Bank's negligence or default.
- (i) In the event the Parent's Premier Account(s) is closed for any reason whatsoever, the Junior Savers Account will consequently be closed and the balance in the Junior Savers Account less any fee will be returned to the Parent as the trustee.
- (j) The Parent agrees that the Bank may disclose information on the Junior Savers Account to the Child.
- (k) A composite statement for the Junior Savers Account(s) will be issued to the Parent and a standalone statement will be issued to the Child at such intervals selected by the Parent upon request by the Parent.
- (l) Interest as stipulated in the Bank's website at www.hsbc.com.my (as updated from time to time) will be calculated on a daily basis and credited into the Junior Savers Account monthly.
- (m) If the Junior Savers Account is not closed in the manner stated in paragraph (f) above within 6 months of the Child attaining 18 years of age, the Junior Account will no longer:
- (i) enjoy the interest rate as stipulated in paragraph (l) above; and
 - (ii) the prevailing interest rate applicable to a Premier Account will apply.
- (n) If the Junior Savers Account is still not closed when the Child has reached the age of 24 years, the Bank has the right to close the Junior Savers Account. In such an event, the monies will be transferred to the Parent's active sole Premier Account maintained with the Bank and if there is no such active account, the monies will be forwarded to the Parent as the trustee.
- (o) In the event of death of the Parent or the Child, the Bank must be notified immediately. The Bank shall close the Account upon any such death.
- (i) In the event of death of the Child, funds in the Account will be paid to or to the order of the Parent.
 - (ii) In the event of death of the Parent, funds in the Account will be paid as follows:

- where the Child has reached the age of majority (18 years of age), to the Child or any authorized representative of the Child;
 - where the Child has not reached the age of majority (below 18 years of age), to the legal guardian of the Child.
- (p) The Bank shall be entitled to withhold payment of funds in the Account without liability to pay interest after account closure.

6. Services - Premier Account

Cheque Protection Facility

- (a) (i) The Cheque Protection facility (by way of cheque issuance of up to RM500);
- is an overnight excess allowed by the Bank;
 - must be regularised by the end of the next banking day;
 - is subject to the Bank's customary overriding right of repayment on demand; and
 - may be withdrawn at the discretion of the Bank which includes cheque returns or failure to regularise excesses as required above.
- (ii) The Customer accordingly holds the Bank free from all liability and agrees to indemnify the Bank against any actions, legal proceedings, claims and/or demands, cost, loss and expenses that may arise in connection with such withdrawal. If the facility is withdrawn, all outstandings, if any, shall be charged at the prevailing unauthorised overdraft rate as determined by the Bank.

Account Statements

- (b) consolidated monthly account statement shall be issued to the Customer and:
- sent in hard copy; or
 - made available in electronic format for download; and
 - shall consist of information on accounts held in the Customer's name at the Bank or third party products/services/investments marketed by the Bank.

Re-designation, etc of Premier Accounts

- (c) Re-designation, etc of Premier Accounts
- (i) The Bank may, at its sole discretion allocate, vary, withdraw, re-designate, convert, ("re- designation/re-designate") any or all of the HSBC Premier Accounts, if the Eligibility Criteria are not complied with, or for any other reasons the Bank in good faith views reasonable. The Customer in retaining any one or more of the services shall continue to be governed by the respective Terms and Conditions.
- (ii) If the Customer does not maintain the Eligibility Criteria as determined by the Bank for the HSBC Premier Account for a consecutive 12 months, the Bank has the discretion to downgrade the HSBC Premier Account to any other account automatically ("auto-conversion/auto-convert").
- (iii) If the Bank exercises its discretion to re-designate/auto-convert, the Bank shall provide reasonable prior notice to the Customer before the Bank adjusts and/or vary the features currently enjoyed by the Customer. If the Customer does not agree with such re-designation/auto conversion, the Customer shall be given a reasonable time frame to terminate the affected account.
- (iv) Following a re-designation/auto-conversion, the applicable provisions of these Specific Terms and Conditions and other terms and conditions governing the use of any features terminated shall continue to bind the Customer until all obligations and liabilities owing by the Customer to the Bank with respect to such features have been fully paid and satisfied. All applicable provisions of these Specific Terms and Conditions and other terms and conditions governing the use of any new or additional features/account that the Customer shall enjoy as a result of the variation shall immediately become binding on the Customer.
- (v) The Premier Debit Card and/or Premier World Mastercard/Premier Travel Credit Card which can only be held together with an HSBC Premier Account shall no longer be operational and shall be cancelled/terminated on the date as specified in the notice of re-designation/auto-conversion by the Bank to the Customer. The Premier Debit Card and/or Premier World Mastercard/Premier Travel Credit Card must be destroyed by the Customer and the outstanding amounts shall become immediately due and payable in full to the Bank on the date of re-designation/auto-conversion.
- (vi) The Bank cannot be held liable or responsible for any loss incurred by or inconvenience to a Customer as a result of any re-designation/auto-conversion and this shall include without limitation, any loss incurred by or inconvenience to a Customer as a result of the granting, termination, cancellation or adjustment of any features in connection therewith.
- (vii) For avoidance of doubt, should the Customer requests to close/re-designate his/her HSBC Premier Account, the Premier Debit Card and/or Premier World MasterCard Credit Card/Premier Travel Credit Card will be terminated immediately, and any Debit Card/Credit Card issued to the HSBC Premier Account must be destroyed by the Customer and any outstanding balances shall become immediately

due and payable in full to the Bank on the date of account closure/re-designation. The Customer shall remain liable to the Bank for any recurring transactions billed into his/her account, Debit Card and/or Credit Card resulting from existing standing instructions/payment arrangements notwithstanding the termination. It is the Customer's sole duty and obligation to cancel or transfer such standing instructions/payment arrangements to another medium of payment before the Customer requests to close/re-designate his/her Premier Account.

Premier Facilities

- (d) The provision of, internet and meeting room facilities (the "Facilities") at the Bank's and HSBC Amanah Malaysia Berhad's ("HSBC Amanah") selected branches are for the convenience of the Customer. The Bank and/or HSBC Amanah shall not be directly or indirectly responsible or liable for:
- (i) any delays, errors or malfunction in the transmission or receipt of messages sent via the facsimile or internet facilities; or
 - (ii) any loss, damage or injury caused to the Customer during the Customer's use of the Facilities; or
 - (iii) any acts/omissions of the Customer in using the Facilities, as they do not represent the Bank's or HSBC Amanah's endorsement of such acts/omissions of the Customer.

HSBC Premier/HSBC Amanah Premier Services

- (e) HSBC Premier/HSBC Amanah Premier Services ("Premier Services") are offered exclusively to HSBC Premier/HSBC Amanah Premier customers. A description of the Premier Services can be:
- found in the HSBC Premier Welcome Pack; and
 - viewed at www.hsbc.com.my; and
 - shall form part of and be read with these Terms and Conditions.

Emergency Encashment Service

- (f) The Customer agrees and acknowledges that:
- the Bank is authorised to debit the Customer's account(s) with an equivalent amount of any withdrawal made through the Emergency Cash Service; and
 - if this causes the Customer's account(s) to be overdrawn, interest at the Bank's prevailing unauthorised overdraft rate shall be charged on the overdrawn amount.

HSBC Premier World Mastercard Credit Card Services supported by Mastercard International Incorporated

- (g) (i) Mastercard International Incorporated ("Mastercard"), its agents and third party service providers appointed by Mastercard or otherwise also provide selected credit card services to HSBC Premier/ HSBC Amanah Premier credit cardholders ("the Cardholder").
- (ii) The Cardholder agrees that the Bank:
- shall not be liable for any actions, claims, losses, damages or liabilities of whatever nature arising out of any act or omission of Mastercard or its agents or third party service providers; and
 - does not give any warranty as to the provision of services by the Global Service Assistance Centre or any third party service providers.
- (iii) The Cardholder also agrees that the Cardholder is responsible for all charges incurred for the provision of services by Mastercard, its agents and/or third party service providers including physicians, hospitals, clinics, lawyers, ticket brokers, luxury shops and any other entity providing assistance, goods or services pursuant to a referral by Mastercard or its agent to the Cardholder.
- (iv) These services or any part thereof may be varied, suspended or withdrawn by Mastercard from time to time. The Bank shall not be liable in any way for any loss, damage or liability arising as a result of the variation, suspension or withdrawal of all or any part of the services provided.

7. Services - Advance Account

Cheque Protection Facility (where applicable)

- (a) (i) The Cheque Protection facility (by way of cheque issuance of up to RM200);
- is an overnight excess allowed by the Bank;
 - must be regularised by the end of the next banking day;
 - is subject to the Bank's customary overriding right of repayment on demand; and
 - may be withdrawn at the discretion of the Bank which includes in the event of unsatisfactory conduct of account which includes cheque returns or failure to regularise excesses as required above.
- (ii) The Customer accordingly holds the Bank free from all liability and agrees to indemnify the Bank against any actions, legal proceedings, claims and/or demands, cost, loss and expenses that may arise in

connection with such withdrawal. If the facility is withdrawn, all outstandings, if any, shall be charged at the prevailing unauthorised overdraft rate as determined by the Bank.

Account Statements

- (b) A consolidated monthly account statement shall:
- be made available in hard copy form or in electronic format for download ("E- Statement") to the Customer; and
 - consist of information on accounts held in the Customer's name at the Bank or third party products/services/investments marketed by the Bank.
- (c) The E-statement may be sent to the Customer via electronic mail to the Customer's e- mail address last known to the Bank or through Online Banking if the Customer is a registered user.

Re-designation, etc of Advance Accounts

- (d) Re-designation, etc of Advance Accounts
- (i) The Bank may, at its sole discretion allocate, vary, withdraw, re-designate, convert, ("re- designation/re-designate") any or all of the HSBC Advance Accounts, if the Eligibility Criteria are not complied with, or for any other reasons the Bank in good faith views reasonable. The Customer in retaining any one or more of the services shall continue to be governed by the respective Terms and Conditions.
 - (ii) If the Customer does not maintain the Eligibility Criteria as determined by the Bank for the HSBC Advance Account for a consecutive 12 months, the Bank has the discretion to downgrade the HSBC Advance Account to any other account automatically ("auto-conversion/auto-convert").
 - (iii) If the Bank exercises its discretion to re-designate/auto-convert, the Bank shall provide prior notice to the Customer before the Bank adjust and/or vary the features currently enjoyed by the Customer. If the Customer does not agree with such re- designation/auto-conversion, the Customer shall be given a reasonable time frame to terminate the affected account.
 - (iv) Following a re-designation/auto-conversion, the applicable provisions of these Specific Terms and Conditions and other terms and conditions governing the use of any features terminated shall continue to bind the Customer until all obligations and liabilities owing by the Customer to the Bank with respect to such features have been fully paid and satisfied. All applicable provisions of these Specific Terms and Conditions and other terms and conditions governing the use of any new or additional features/account that the Customer shall enjoy as a result of the variation shall immediately become binding on the Customer.
 - (v) The Advance Debit Card and/or Advance Visa Platinum Credit Card which can only be held together with an HSBC Advance Account shall no longer be operational and shall be cancelled/ terminated on the date as specified in the notice of re- designation/auto-conversion by the Bank to the Customer. The Advance Debit Card and/or Advance Visa Platinum Credit Card must be destroyed by the Customer and the outstanding amounts shall become immediately due and payable in full to the Bank on the date of re-designation/auto-conversion.
 - (vi) The Bank cannot be held liable or responsible for any loss incurred by or inconvenience to a Customer as a result of any re-designation/auto-conversion and this shall include without limitation, any loss incurred by or inconvenience to a Customer as a result of the granting, termination, cancellation or adjustment of any features in connection therewith.
 - (vii) For avoidance of doubt, should the Customer requests to close/re-designate his/her HSBC Advance Account, the Advance Debit Card and/or Advance Visa Platinum Credit Card will be terminated immediately, must be destroyed by the Customer and any outstanding balances shall become immediately due and payable in full to the Bank on the date of account closure/re- designation. The Customer shall remain liable to the Bank for any recurring transactions billed into his/her account, Debit Card and/or Credit Card resulting from existing standing instructions/ payment arrangements notwithstanding the termination. It is the Customer's sole duty and obligation to cancel or transfer such standing instructions/payment arrangements to another medium of payment before the Customer requests to close/re-designate his/her HSBC Advance Account.

HSBC Advance/HSBC Amanah Advance Services

HSBC Advance/HSBC Amanah Advance Services ("Advance Services") are offered exclusively to HSBC Advance/ HSBC Amanah Advance customers. A description of the Advance Services can be:

- found in the HSBC Advance e-Welcome Pack; and
- viewed at www.hsbcadvance.com.my; and
- shall form part of and be read with these Terms and Conditions.

Emergency Encashment Service

The Customer agrees and acknowledges that:



- the Bank is authorised to debit the Customer's account(s) with an equivalent amount of any withdrawal made through the Emergency Cash Service; and
- if this causes the Customer's account(s) to be overdrawn, interest at the Bank's prevailing unauthorised overdraft rate shall be charged on the overdrawn amount.

Specific Terms & Conditions

For Wealth & Personal Banking

These Specific Terms & Conditions should be read together with the Generic Terms & Conditions.

* All deposit products below (except HSBC Gold Account) are protected by PIDM up to RM250,000 per depositor.

1. Toprate Statement Savings

(Note: This Product has been discontinued. The terms herein apply to existing account holders only. Existing account holders are recommended to close the account and open a Basic Savings Account for additional privileges.)

- (a) Account statements in hard copy form or electronic format ("E-statement") shall be issued to the Customer on a quarterly basis. The E-statement may be sent to the Customer via electronic mail to the Customer's e-mail address last known to the Bank or through Online Banking if the Customer is a registered user.
- (b) Interest shall be:
 - calculated on a daily basis on the balance at the end of each day at a rate as published on the Bank's website at the following link <https://www.hsbc.com.my/content/dam/hsbc/my/docs/interest-rates.pdf> ; and
 - credited to the account every June and December, to the nearest sen.

If the account is closed, the interest accruing to the account will be calculated up to the last completed day before its closure.

2. Toprate Passbook Savings/Junior Toprate Savings

(Note: This Product has been discontinued. The terms herein apply to existing account holders only. Existing account holders are recommended to close the account and open a Junior Top Rate Statement Savings Account for additional privileges.)

- (a) All terms and conditions appearing in the respective passbooks shall form part of these Specific Terms & Conditions.
- (b) The Customer agrees that it is the Customer's responsibility to keep the passbook secure and under its sole control at all times, and if the Customer fails to do so, the Bank shall not be liable for any loss suffered by the Customer.

If the passbook is lost, the Customer must:

- notify the Bank immediately; and
- furnish the Bank with a signed letter of indemnity in the Bank's required format (stamp duty to be borne by the Customer);

before a new passbook can be issued and the Customer agrees that a fee for issuance of a new passbook as stated for the time being in the Bank's Tariff and Charges which can be viewed at the Bank's website shall be imposed.

- (c) Interest shall be:
 - calculated on a daily basis on the balance at the end of each day at a rate to be determined by the Bank from time to time; and
 - credited to the account every June and December, to the nearest sen.

If the account is closed, the interest accruing to the account will be calculated up to the last completed day before its closure.

- (d) For Toprate Passbook Savings Accounts, a monthly account fee as stated for the time being in the Bank's Tariff and Charges which can be viewed at the Bank's website shall be imposed.
- (e) For the Junior TopRate Savings Account:
 - the minimum interest as prescribed by Bank Negara Malaysia (BNM) shall apply;
 - there is a limit of 1 withdrawal per month only; and
 - the Customer agrees to attend at the Bank in person with the beneficiary to convert the Junior TopRate Savings Account into Basic Savings Account when the beneficiary attains the age of 18.

3. Junior Toprate Statement Savings

(Applicable to accounts opened from 7 January 2012 onwards)

- (a) The Junior TopRate Statement Savings Account ("the Account") is an account held in trust by the Parent ("Parent") for the benefit of the Child ("Child").
- (b) The Account may only be opened with one (1) Child per Parent per account. However, a Parent may open multiple Junior TopRate Statement Savings Accounts with other children.
- (c) The Child must be a child under the age of 18 years old.
- (d) The Account is not a joint account even though the Bank will maintain records for both the Parent and the Child.
- (e) A minimum initial deposit of RM1.00 is required.
- (f) Withdrawal from the Account is restricted to one (1) withdrawal per calendar month. This withdrawal limit is inclusive of over-the-counter withdrawals and transfers via Internet Banking.
- (g) The Account shall be operated by the Parent, and the Bank shall act on the instructions of the Parent in relation to the Account (including, without limitation, instructions for withdrawal or payment out of, the Account) and shall not accept instructions from the Child. The Parent may close the Account without the Child in attendance prior to the Child attaining the age of 18 years old. However, upon the Child attaining the age of 18 years old, the Parent agrees to attend at the Bank in person with the Child to close the Account and open a new account with the Bank. In any event, upon the Child attaining the age of 18 years old, the Bank will convert the interest rate payable on the Account to that of the prevailing Basic Savings Account interest rate.
- (h) The Parent agrees that the Bank may disclose information on the Account to the Child.
- (i) No debit card, passbook, cheque book or overdraft facility will be issued for the Account. However, upon request, the Parent may register for Online Banking services.
- (j) Account statements in hard copy form or electronic format ("E-Statement") shall be issued and sent to the Parent on a quarterly basis. The E-statement may be sent to the Customer via electronic mail to the Customer's e-mail address last known to the Bank or through Online Banking if the Customer is a registered user.
- (k) Interest shall be:
 - calculated on a daily basis on the balance at the end of each day at a rate to be determined by the Bank from time to time; and
 - credited to the account every June and December, to the nearest sen.

If the Account is closed, the interest accruing to the Account will be calculated up to the last completed day before its closure.

4. Basic Savings Account

- (a) Interest shall be:
 - calculated on a daily basis on the balance at the end of each day at a rate as published on the Bank's website at the following link <https://www.hsbc.com.my/content/dam/hsbc/my/docs/interest-rates.pdf> ; and
 - credited to the account every June and December, to the nearest sen.

If the account is closed, the interest accruing to the account will be calculated up to the last completed day before its closure.
- (b) Account statements in hard copy form or electronic format ("E-statement") shall be issued and sent to the Customer on a quarterly basis. The E-statement may be sent to the Customer via electronic mail to the Customer's e-mail address last known to the Bank or through Online Banking if the Customer is a registered user.
- (c) A minimum balance of RM20 (or such other minimum amount as may be specified by the Bank and/or the relevant regulatory authorities) is required to be maintained in the account at all times.

5. Current Account

- (a) The Customer confirms that the Customer has not been reported by any bank to the credit bureau set up by Bank Negara Malaysia, and acknowledges that the Bank has the right to close the account if the Customer is so reported and the Bank in good faith believes it negatively impacts the Customer's credit rating.
- (b) The Customer is required to check upon receipt, that:
 - the Customer has received the correct number of cheque books;
 - each cheque book has the correct number of cheque leaves;
 - account details printed are correct; and
 - to read and carry out all the instructions set out in the inside covers of cheque book;
- (c) The Customer agrees to keep the cheque book secure and under the Customer's sole control at all times. If the Customer fails to do so, the Bank shall not be liable for any misappropriation of the cheques.
- (d) The Customer agrees not to write cheques in a way which may allow the cheque to be tampered with or facilitates fraud, and to take precautionary measures such as, but not limited to:

- using only non-erasable ink (not erasable ballpoint pens, pencils, electronic typewriter or any other instruments);
- not leaving signed or unsigned cheques unattended;
- not pre-signing cheques in blank; and
- destroying completely spoilt cheques;

failing which no liability shall be attached to the Bank.

- (e) The Customer agrees:
- not to write any notations on the face of a cheque, and if any are written, the Bank has the right to ignore the notations without being liable to the Customer; and
 - not to make any changes on a cheque, and the Bank has the right to dishonour and return a cheque which the Bank views as having any changes, even if countersigned by the authorised signatories.
- (f) The Customer agrees not to issue cheques when there are insufficient funds in the account. Penalty charges for returned cheques due to insufficient funds as stated for the time being in the Bank's Tariff and Charges which can be viewed at the Bank's website will be charged and debited to the account.
- (g) The Customer acknowledges that a stop payment instruction may only be carried out if the cheque has not been presented for payment, and once carried out, cannot be reversed and:
- the words "stop payment" will be stamped on the cheque;
 - re-presentation of the cheque is not allowed; and
 - handling fees and penalty charges (if the account has insufficient funds for the cheque) will be charged and debited to the account.

6. Basic Current Account

- (a) An account statement in hard copy form or electronic format (E-statement") shall be issued containing information relating to account and sent to the Customer on a monthly basis or such other permitted intervals determined by the Bank. The E-statement may be sent to the Customer via electronic mail to the Customer's e-mail address last known to the Bank or through Online Banking if the Customer is a registered user.
- (b) Overdrawing is not allowed under the account. In the event of an unauthorised overdrawing, the Bank shall be entitled to debit the account or any other account of the Customer with the Bank for the amount overdrawn with interest at the prevailing unauthorised overdraft rate (subject to fluctuation) or a minimum of RM50 or such other minimum amount as allowed to be imposed by the Bank from time to time.
- (c) The Bank reserves the right to refuse payment of withdrawal instruction or cheque encashment (through issuance of a cheque to a third party) from the Customer's account to a third party whether authorised or purportedly authorised by the Customer at the branch of account where the Bank acting in good faith believes that the cheque has been tampered with or if the transaction otherwise requires further verification.
- (d) The Customer agrees that a fee as stated in the Bank's Tariff and Charges which can be viewed at the Bank's website shall be imposed if the account is closed within 3 months of its opening.
- (e) The terms and conditions for the Current Account in clause 5 above shall also apply.

7. Time Deposit Account

- (a) A minimum initial deposit as determined by the Bank is required.
- (b) Deposits will earn simple interest, unless otherwise indicated in writing by the Bank.
- (c) Duration of placement is subject to a minimum of 1 month and a maximum of 60 months.
- (d) On placement, the deposit must be debited from the Customer's savings/current account and information on the deposit will be included in the Customer's account statement.
- (e) All deposits plus interest earned shall be automatically renewed for the same period upon its maturity date based on the prevailing board rate at time of renewal, unless instructions in writing or via channels made available by the Bank are received by the Bank from the Customer or its successors in title beforehand. The Customer has the right to give and/or to amend any instructions up to the maturity date.
- (f) The start date of any renewal shall correspond to the maturity date of the previous cycle.
- (g) If the maturity date falls on a non-business day, it will be automatically changed to the next business day. However, subsequently, the maturity date of any renewal shall correspond to the numerical day on which the initial time deposit was placed.

Illustration:

1-month Time Deposit being placed on 4th January 2024 and auto renewed every month.

Cycle	Start Date	Maturity Date	Remarks
Initial Time Deposit Placement	4 th January 2024	7 th February 2024	4 th , 5 th and 6 th February are non-business days
First Renewal	7 th February 2024	6 th March 2024	4 th and 5 th March are non-business days

Second Renewal	6 th March 2024	4 th April 2024	-
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- (h) The Customer agrees that on the maturity or withdrawal, the deposit and/or interest shall be credited to the same account from which the deposit originated.
- (i) Placement of funds by cheque is subject to clearance of the cheque.
- (j) The placement advice only serves as a record of transaction and is not required to be presented during withdrawal.
- (k) The payment of interest, if any, shall be paid:
 - on the maturity date; or
 - every half-yearly if instructed (for deposit at or over 13 months only); or
 - at periodic intervals at the Bank's discretion.
- (l) No interest shall be paid on any Time Deposit premature withdrawal that has not completed its respective full tenure period.

Illustration of interest payment upon maturity and premature withdrawal:

Illustration 1 – Interest upon maturity

Principal Amount	= RM 10,000
Tenure	= 12 months (365 days)
Rate	= 3.00% p.a.
Interest payment	= Principal x Rate x Number of days in the tenure / number of days in a year = RM 10,000 x 3.00% x 365/365 = RM 300

Illustration 2 – Interest for Time Deposit premature withdrawal that has not completed its respective full tenure period.

Principal Amount	= RM 10,000
Tenure	= 12 months (365 days)
Rate	= 3.00% p.a.
Withdrawal	= 4 months after placement is made (122 days)
Interest payment	= RM 0

8. HSBC Gold Account

[Not protected by PIDM]

- (a) The amount invested in HSBC Gold Account ("the Account") shall be recorded as GLD, where 1 (one) GLD unit represents 0.1 unit of XAU (international standard currency code for gold).

Note: 1.00 XAU represents 1 troy ounce of gold, where 1.00 XAU = 10.00 GLD (calculated to two decimal places, decimal places after the second shall be rounded off).

- (b) The GLD unit is a proprietary measurement unit used by the Bank only and cannot be transferred to other accounts or other banks. The GLD value in the Account represents the equivalent cash value of the investment.
- (c) No physical deposit or withdrawal of Gold to or from the Account is allowed. The Account **does not** involve physical delivery of gold and Customer's GLD balance in the Account does not represent a purchase of a corresponding quantity of physical gold. Customer **does not** at any time acquire any rights, ownership and possession of any physical gold.
- (d) Customers (including each joint account holder, if more than one) must be 18 years old and above to be eligible to open an Account, but any requests for the opening of the Account is subject to the discretion of the Bank.
- (e) The Customer must maintain a Malaysian Ringgit (MYR) denominated savings or current account with the Bank to convert:

- MYR to the required GLD amount to be credited to the Account;
- GLD unit to MYR;

and for the debiting of charges, stamp duty and penalties (if any) applicable to the Account.

If the Customer also opens and maintains a foreign currency denominated demand deposit account with the Bank, direct conversions into and from GLD to the relevant currency of account may be permissible for certain foreign currency-to-XAU pairings or in circumstances determined by the Bank (please consult the Bank's personal banking personnel on which of the GLD to foreign currency denominated accounts may be directly convertible, and when).

Information relating to the GLD balances in the HSBC Gold Account will be included in the periodic statements for the said MYR account.

- (f) Citizens, residents or permanent residents or green card holders of the United States or Canada are not eligible to invest in an HSBC Gold Account.
- (g) The account can be operated as a sole or joint accounts opened in the names of two (2), but no more than two (2), persons.
- (h) The Account **does not pay any interest or yield**. International gold prices, to which the value of GLD is linked, fluctuate, which may cause capital gain, **or loss**, to the Customer. The GLD value amount payable to or receivable by the Customer is based on the buying and selling prices quoted by the Bank from time to time. These prices are calculated with reference to the price of the gold reference value, the foreign currency exchange rate of USD (or other foreign currency adopted) and Ringgit Malaysia, and subject to the Bank's profit margins. Price movements in gold might not directly correlate with similar percentages of buying or selling price movements of GLD.
- (i) The Account is not protected under the deposit insurance scheme of the Perbadanan Insurans Deposit Malaysia (PIDM).
- (j) Customer may instruct the Bank to buy and sell GLD against MYR, or such other foreign currency as may be made available for transacting from time to time (please consult the Bank) during the Bank's business hours (from 9am to 4.30pm, Kuala Lumpur time), on a day which is an ordinary banking day in the relevant designated branch of the Bank and in the following sites: Kuala Lumpur, New York and London AND if not already one of the aforementioned sites, Sydney (if linked currency to XAU/GLD is AUD), Singapore (if linked currency to XAU/GLD is SGD), or if the linked currency is some other foreign currency, the relevant financial center for that foreign currency. If there are changes to the trading times mentioned above, the times stated in the public announcements on the Bank's website shall prevail.
- (k) A minimum initial deposit of 10 GLD is required. All minimum subsequent deposit/withdrawal will be in multiples of 1 GLD or any other amount determined by the Bank. Only withdrawal for closure of GLD can be in any amount/quantity according to the amount held in the Account.
- (l) The Account can be closed only by the Customer(s) in person at the branch where the Account was opened.
- (m) The operation of the Account is subject to the prevailing Foreign Exchange Policy. For more information on Foreign Exchange Policy and how it impacts the Customer refer to the following link <https://www.hsbc.com.my/investments/products/foreign-exchange/bnm-foreign-exchange-policy/>
- (n) The Customer is able to check the Bank's buying and selling prices of GLD (quoted against MYR) on the Bank's website, or may visit in person any of the branches of the Bank. Foreign Exchange Indicative Rate Sheets showing conversion rates for GLD (quoted against such foreign currencies) may be made available on request. However, as the price of gold is subject to wide movements even within the same day, and the buying and selling prices of GLD would react correspondingly, the actual settlement price or value can only be made known on or about the time the GLD transaction request is received, and only when the Customer acknowledges and agrees to the GLD transaction price (which may need to be confirmed subsequently if the price has since moved from when initially quoted) will a transaction be executed in accordance with the instructions of the Customer.
- (o) The Customer must visit designated branches in person to execute HSBC Gold Account transactions. The Customer should use his/her/their Malaysian Ringgit (MYR), or where permissible, foreign currency, denominated savings or current account maintained with the Bank to execute the transactions, and agree to authorize the Bank to directly debit from such demand deposit account an amount to pay for the purchase of GLD units, while the amount obtained from any sale of GLD units shall be credited directly into such demand deposit account. If the Customer has not opened an account in the designated trading currency, he shall only be allowed to trade in the said currency after he has opened the account.
- (p) No transfer between Accounts is allowed, and the Bank does not provide service for inter-bank remittance in gold.
- (q) No Debit/ATM card and no chequebook will be issued for the Account.
- (r) The Account is not assignable without the prior permission of the Bank, which shall be at its discretion to refuse, and shall not be used as collateral/security of any kind (including but not limited to any pledge, charge or mortgage) for loan or credit facilities other than if obtained from the Bank or other members of the HSBC Group (security acceptance being at the Bank's, or relevant HSBC Group lender's or financier's, discretion).
- (s) In addition to any Banker's lien or other common law or equitable rights the Bank has arising from the banker-customer relationship, the Bank shall be at liberty at any time, to combine and consolidate all or any of Customer's account (s) (be it overdraft, loan or any time or demand deposit accounts, all aforesaid of any

description, including the Account) with the Bank now or hereafter, and may set-off and or transfer any monies, rights or interests owing to Customer by the Bank in or under any one or more of such accounts, towards satisfaction of any liabilities or sums due or owing by the Customer to the Bank, whether actual, contingent, primary or collateral, regardless of currencies due or owed.

- (t) Customer agrees that the Bank shall, acting reasonably, have full and absolute discretion in respect of the timing, price and terms of sale of the GLD in the process of exercising any of the Bank's rights herein which entail liquidating the GLD in the Customer's Account for the exercise of such right, which shall be final, conclusive and binding against the Customer in the absence of manifest error. There shall be no implied duty on the Bank to obtain the best possible price or return in liquidating the Account's GLD balances or part(s) thereof.
- (u) Unless the context otherwise requires, words used herein denoting the singular shall include the plural and vice versa, and words denoting the masculine gender shall include all genders.

Combinations Account – Foreign Currency (FCY) Accounts

The Customer must first open or have a Ringgit account.

9. FCY Current Account

- (a) A minimum initial deposit as determined by the Bank is required.
Account credit balances do not earn interest, no cheque book will be issued and no overdrawing is allowed.
- (b) The Customer must open or have a Ringgit account to convert:
 - Ringgit to the required foreign currency to be credited to the account; or
 - foreign currency into Ringgit;as cash deposit/withdrawal in foreign currency is not allowed and information relating to this account will be included in the account statement for the said Ringgit account.
- (c) The Customer acknowledges that foreign currency deposits in currency other than USD, GBP, HKD, SGD and EUR will receive value 2 banking days after the date of deposit.
- (d) The Customer acknowledges that the amount deposited cannot be assigned, transferred or charged either by endorsement or otherwise except with the prior written consent of the Bank.
- (e) The Customer acknowledges that the operation of the account is subject to the prevailing Foreign Exchange Policy. For more information on Foreign Exchange Policy and how it impacts the Customer, refer to the following link <https://www.hsbc.com.my/investments/products/foreign-exchange/bnm-foreign-exchange-policy/>
- (f) The Customer agrees that if the amount deposited exceeds any limit prescribed by the exchange control rules, the Bank may debit the account, convert the excess into Ringgit at the Bank's prevailing spot buying rate and credit the Customer's Ringgit account with the Bank.

10. FCY Savings Account

- (a) A minimum initial deposit as determined by the Bank is required.
The Bank may impose fees and charges at its discretion and as stipulated in the Bank's Tariff and Charges which can be viewed at the Bank's website.
- (b) The Customer must open or have a Ringgit account to convert:
 - Ringgit to the required foreign currency to be credited to the account; or
 - foreign currency into Ringgit;as cash deposit/withdrawal in foreign currency is not allowed and information relating to this account will be included in the account statement for the said Ringgit account.
- (c) The Customer acknowledges that foreign currency deposits in currency other than USD, GBP, HKD, SGD and EUR will receive value 2 banking days after the date of deposit.
- (d) The Customer acknowledges that the amount deposited cannot be assigned, transferred or charged either by endorsement or otherwise except with the prior written consent of the Bank.
- (e) Interest shall be:
 - calculated on a daily basis on the balance at the end of each day at a rate as published on the Bank's website at the following links <https://www.hsbc.com.my/content/dam/hsbc/my/docs/interest-rates.pdf>; and
 - credited to the account every June and December, to the nearest sen (or its equivalent currency)If the account is closed, the interest accruing to the account will be calculated up to the last completed day before its closure.
- (f) The Customer acknowledges that the operation of the account is subject to the prevailing Foreign Exchange Policy. For more information on Foreign Exchange Policy and how it impacts the Customer, refer to the following link <https://www.hsbc.com.my/investments/products/foreign-exchange/bnm-foreign-exchange-policy/>

- (g) The Customer agrees that if the amount deposited exceeds any limit prescribed by the Foreign Exchange Policy, the Bank may debit the account, convert the excess into Ringgit at the Bank's prevailing spot buying rate and credit the Customer's Ringgit account with the Bank.

11. FCY Time Deposit Account

- (a) A minimum initial deposit as determined by the Bank is required.
- (b) The Customer must open or have a Ringgit account to convert:
- Ringgit to the required foreign currency to be credited to the account; or
 - Foreign currency into Ringgit;
- as cash deposit/withdrawal in foreign currency is not allowed and information relating to this account will be included in the account statement for the said Ringgit account.
- (c) The Customer acknowledges that the amount deposited cannot be assigned, transferred or charged either by endorsement or otherwise except with the prior written consent of the Bank.
- (d) All deposits plus interest earned shall be automatically renewed for the same period upon its maturity date based on the prevailing board rate at time of renewal, unless instructions in writing or via channels made available by the Bank are received by the Bank from the Customer or its successors in title beforehand. The Customer has the right to give and/or to amend any instructions up to the maturity date.
- (e) The start date of any renewals shall correspond to the maturity date of the previous cycle.
- (f) If the maturity date falls on a non-business day in both the home market and/or the associated country with the FCY currency of Time Deposit placement, it will be automatically adjusted to the next business day. However, subsequently, the maturity date of any renewal shall correspond to the numerical day on which the initial deposit was placed.

Illustration:

1-month FCY Time Deposit being placed on 4th January 2024 and auto renewed every month.

Cycle	Start Date	Maturity Date	Remarks
Initial Time Deposit Placement	4 th January 2024	7 th February 2024	4 th , 5 th and 6 th February are non-business days
First Renewal	7 th February 2024	6 th March 2024	4 th and 5 th March are non-business days
Second Renewal	6 th March 2024	4 th April 2024	-

- (g) Deposits:
- will earn simple interest payable at maturity;
 - may not be withdrawn before maturity date and if exceptionally allowed, no interest is payable on the deposits; and
 - may be placed for a duration of 1, 3, 6, 9 or 12 months only.
- (h) No interest shall be paid on any FCY Time Deposit premature withdrawal that has not completed its respective full tenure period.

Illustration of interest payment upon maturity and pre-mature withdrawal:

Illustration 1 – Interest upon maturity

Principal Amount	= USD\$ 10,000
Tenure	= 6 months (180 days)
Rate	= 3.00% p.a.
Interest payment	= Principal x Rate x Number of days in the tenure / number of days in a year = USD\$ 10,000 x 3.00% x 180/360 = USD\$ 150

Illustration 2 – Interest for FCY Time Deposit premature withdrawal that has not completed its respective full tenure period

Principal Amount	= USD\$ 10,000
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Tenure	= 6 months (180 days)
Rate	= 3.00% p.a.
Withdrawal	= 4 months after placement is made (120 days)
Interest payment	= USD\$ 0

- (i) The Customer agrees that on the maturity or withdrawal, the deposit and/or interest shall be credited to the same account from which the deposit originated.

12. Hexagold

(Note: This Product has been discontinued. The terms herein apply to existing accountholders only)

- (a) "Sweep facility" means the transfer of any amount from the Hexagold Account to a Current Account as designated by the Customer in the application form for the purposes of meeting payments drawn on the Current Account.
- (b) Interest shall be:
- calculated on a daily basis on the balance at the end of each day at a rate to be determined by the Bank from time to time; and
 - credited to the account every June and December, to the nearest sen.
- If the account is closed, the interest accruing to the account will be calculated up to the last completed day before its closure.
- (c) The Bank will maintain an automatic sweep facility on the Customer's Hexagold Account subject to:
- the Hexagold Account having cleared and available funds; and
 - if so elected by the Customer.
- (d) Where the Customer has been granted a credit facility, the Customer cannot exceed the limit set by the Bank from time to time, with interest calculated on daily rests at the Bank's prevailing rate for such facilities. Such interest will be payable by the Customer and debited from the Hexagold Account or any other account standing in credit in the name of the Customer.

13. Everyday Global Account

- (a) The Everyday Global Account is a multi-currency savings account offering a few foreign currencies and Ringgit Malaysia in one account. The availability of the currencies will be made known in [hsbc.com.my](https://www.hsbc.com.my). A multi-currency Everyday Global Debit Card will be issued for Everyday Global Account holder(s).
- (b) The Bank may impose fees and charges at its discretion and as stipulated in the Bank's Tariff and Charges which can be viewed at the Bank's website.
- (c) (i) Cash deposit/withdrawal within Malaysia is allowed only for Ringgit Malaysia;
(ii) Cash withdrawal in any foreign currency is only allowed outside of Malaysia;
(iii) Cash deposits in any foreign currency within or outside Malaysia is not allowed.
- (d) No passbook or cheque book will be issued for the Everyday Global Account.
- (e) The Customer acknowledges that foreign currency deposits in currency other than USD, GBP, HKD, SGD and EUR will receive value 2 banking days after the date of deposit via transfer.
- (f) The Customer acknowledges that the amount deposited cannot be assigned, transferred or charged either by endorsement or otherwise except with the prior written consent of the Bank.
- (g) Interest, where applicable, shall be:
- calculated on a daily basis on the balance at the end of each day at a rate to be determined by the Bank from time to time; and
 - credited to the account every month, to the nearest sen (or its equivalent currency).
 - If the account is closed, the interest accruing to the account will be calculated up to the last completed day before its closure.
- (h) The Customer acknowledges that the operation of the account is subject to the prevailing Foreign Exchange Policy. For more information on Foreign Exchange Policy and how it impacts the Customer refer to the following link
<https://www.hsbc.com.my/investments/products/foreign-exchange/bnm-foreign-exchange-policy/>
- (i) The Customer agrees that if the amount deposited exceeds any limit prescribed by the Foreign Exchange Policy, the Bank may debit the account, convert the excess into Ringgit at the Bank's prevailing spot buying rate and credit the Customer's Ringgit account with the Bank.
- (j) In the event of any inward remittance to the Everyday Global Account of any currency where the access is not yet opened, the Bank reserves the right to convert and place the deposit in Ringgit Malaysia denominated currency without the Accountholder's prior consent.
- (k) For information on the usage of Everyday Global Debit Card, please refer to the *Generic Terms and Conditions- Clause 19: Use of Debit Card* in the HSBC Bank Universal Terms and Conditions.



Cardholder Agreement

For HSBC Credit Card

This Cardholder Agreement is available on the Bank's website at <https://www.hsbc.com.my/terms-and-conditions/>.

IMPORTANT! Please take the time to read and understand this Cardholder Agreement before using your HSBC Credit Card as this Cardholder Agreement (including its appendices) is binding on you upon usage of the Credit Card. If there are any terms that you do not understand, please discuss further with the Bank's staff, authorized representative or agent before activating and using your HSBC Credit Card.

Specific Terms & Conditions

For HSBC Fusion

These Specific Terms & Conditions should be read together with the Generic Terms & Conditions, the Specific Terms & Conditions for HSBC Premier and HSBC Advance of the relevant account/product/service opened with or provided by HSBC and the E-Channels Terms and Conditions (E-Terms) General E-Terms for HSBCnet.

* All deposit products below are protected by PIDM up to RM250,000 per depositor.

HSBC Fusion Account, Foreign Currency Accounts and Services

The specific Terms and Conditions for related to Accounts, Foreign Currency Accounts and Services (Business ATM Card, Business SMS Alert, Business Cheque Report, Business Telephone Banking, eStatutory Payments, Cheque & Cash Deposits, Foreign Currency Cheques, Inward Remittance, Outward Remittances, Carrying out payments/remittance Instructions, Carrying out Standing/Periodic Instructions, Autopay Services) could be located is available on the Bank's website at <https://cdn.hsbc.com.my/content/dam/hsbc/my/docs/fusion/tnc/specific-terms-and-conditions-sep-2020.pdf>

HSBC Fusion Business Package

(HSBC Fusion Business Package to be referred as "this Programme")

There are 3 types of packages under this Programme:

- (a) HSBC Fusion Basic Package;
- (b) HSBC Fusion Essential Package; and
- (c) HSBC Fusion Elite Package.

1. HSBC Fusion Basic Package

Customers who subscribe to HSBC Fusion Basic Package will enjoy to the following benefits:

- (a) Business Account:
 - (i) Foreign Currency Account which includes Foreign Currency Savings Account and Foreign Time Deposits Account; and
 - (ii) Payroll Services including Statutory Payments with Standard Templates format;
- (b) Digital Banking
 - (i) Waiver on monthly HSBCnet fee of RM30;
 - (ii) Waiver on DuitNow transaction for amount up to RM5,000 (per transaction); and
 - (iii) Real-time foreign exchange rates for HSBCnet payment transactions and inter-account transfer at board rate; and
- (c) Lending
 - (j) Secured and Unsecured Lending and is subject to credit evaluation and the approval is at the sole discretion of HSBC Bank.

2. HSBC Fusion Essential Package

In addition to HSBC Fusion Basic Package's benefits stated in Cl. 1 immediately above, Customers who subscribe to HSBC

Fusion Essential Package will enjoy to the following benefits:

- (a) Business Account
 - (i) Time Deposit preferential rate for placement above RM500,000;
- and
- (b) Digital Banking
 - (i) Waiver on local online transactions fees i.e. Bill Payment, GIRO, JomPAY Payments, Intrabank Fund Transfer and RENTAS; and
 - (ii) Real-time foreign exchange rates for HSBCnet Payment transactions and inter-account transfers at the essential preferential rate.

3. HSBC Fusion Elite Package

In addition to HSBC Fusion Essential Package's benefits stated in Cl. 2 immediately above, Customers who subscribe to

HSBC Fusion Elite Package will enjoy the following benefits:

- (a) Business Account
 - (i) Payroll Services including Statutory Payments with the Customized Payment Templates;
- (b) Digital Banking
 - (i) Waiver on DuitNow for all transaction amount;
 - (ii) Waiver on International Payments which include Inward Remittance Telegraphic Transfer and Outward Remittance Telegraphic Transfer that is successfully transacted in the Bank's records

initiated from local currency account(s) through HSBCnet Priority Payment and International Inter-Account Transfer (IAT). The waiver does not cover intermediary charges; and
(iii) Real-time foreign exchange rates for HSBCnet Payment transactions and inter-account transfers at the elite preferential rate.

and

(c) Lending

(i) HSBC Bank Business Premises Financing at preferential rate, subject to credit evaluation and the approval is at the sole discretion of the Bank.

4. **HSBC Fusion Business Package Monthly Package Fees**

The respective Monthly Package Fees for HSBC Fusion Basic Package, HSBC Fusion Essential Package and HSBC Fusion Elite Package are found in the Bank's Tariff and Charges and can be viewed at the Bank's website.

5. **Waiver of HSBC Fusion Business Package Monthly Package Fees**

(Applicable to HSBC Fusion Essential Package and HSBC Fusion Elite Package only).

- (a) Customers who subscribe to HSBC Fusion Essential Package or HSBC Fusion Elite Package **AND** meet the Integrated Total Relationship Balance ("ITRB") requirement in Table A below for the relevant HSBC Fusion Business Package will enjoy waiver of HSBC Fusion Business Package Monthly Package Fees as stated in the Bank's Tariff and Charges. The definition of ITRB is stated in <https://www.hsbc.com.my/fusion/products/>.
- (b) If Customers do not maintain the prescribed ITRB in Table A below, Customers will be charged the applicable HSBC Fusion Business Package Monthly Package Fees as stated in the Bank's Tariff and Charges. The amount will be deducted from the Customer's 1-Biz Account or Basic Current Account in the following month. In the event the Bank is unable to deduct the Monthly Package Fees from the Customer's 1 Biz Account or Basic Current Account, the Bank may terminate Customer's participation in this Programme.

Table A

Business Package Type	ITRB Requirement for fee waiver
HSBC Fusion Basic Package	NA
HSBC Fusion Essential Package	RM50,000
HSBC Fusion Elite Package	RM200,000

- (c) Where multiple business owners participate in ITRB, only the highest personal TRB of participating business owners will be combined with the Business's Total Relationship Balance to calculate ITRB.

6. **Cancellation or Switching of HSBC Fusion Business Package**

- (a) Customers may request to cancel its participation in any HSBC Fusion Business Package by completing the Business Package Maintenance Form and returning the same to the Bank. Once approved, Customers will no longer enjoy the benefits associated with the cancelled HSBC Fusion Business Package and any offers under this Programme.
- (b) Customers are allowed to switch between HSBC Fusion Business packages. A successful switch of HSBC Fusion Business package will only be effective one (1) month after successfully informing the Bank of the switch and the submission of a completed Business Package Maintenance Form to the Bank.

7. **Business Management Solution offered by High Pines Training & Consultancy Sdn Bhd ("Merchants")**

(Applicable to HSBC Fusion Essential Package and HSBC Fusion Elite Package only).

- (a) Customers who subscribe to HSBC Fusion Essential Package or HSBC Fusion Elite Package are eligible to subscribe to the Merchants' Business Management Solution and enjoy a six (6) months fee waiver on the respective QuickBooks packages as provided in Table B below:

Table B

HSBC Fusion Business Package	Merchant's QuickBooks Package Type
HSBC Fusion Basic Package	NA
HSBC Fusion Essential Package	Essential Package
HSBC Fusion Elite Package	Plus Package

- (b) If a Customer wishes to continue with the relevant QuickBooks Package beyond the six (6) months fee waiver period, the Customer is required to deal directly with the Merchant. Any subsequent arrangement beyond the six (6) months waiver period will be subject to the Merchant's terms & conditions.

8. Retail Banking Proposition:

- (a) The Retail Banking proposition is open to one (1) of the Customer's business owner with an existing HSBC Advance / HSBC Premier personal banking relationship. If a Customer's business owner does not have an existing HSBC Advance / HSBC Premier personal banking relationship with the Bank, the Customer's business owner is required to sign up for a HSBC Advance / HSBC Premier personal bank account where the account opening is subject to the Bank's approval.
- (b) The Customer must nominate 1 (one) business owner ("**Nominated Individual**") to participate in this Retail Banking proposition. The Nominated Individual must complete the HSBC Fusion Business Package Maintenance Form and submit the same to the Bank. For avoidance of doubt, the Customer's business owner mentioned in Cl. 8(a) immediately above must be the Nominated Individual for the purpose of this Cl. 8(b).
- (c) Customers and their respective Nominated Individuals that meet the ITRB requirement in Table C below will enjoy the corresponding Retail Banking Proposition. If Customer and its respective Nominated Individual do not maintain the prescribed ITRB, Customer will be charged the applicable HSBC Fusion Business Package Monthly Package Fees.
- (d) If a Nominated Individual's HSBC Advance/ HSBC Premier account does not meet the retail HSBC Advance/ HSBC Premier eligibilities, the HSBC Advance / HSBC Premier monthly account fee as stated in the Bank's Tariff and Charges which can be viewed at the Bank's website will also be imposed against the Nominated Individual.

Table C

HSBC Fusion Essential Package (ITRB ≥ RM50,000)	
Retail Banking Proposition	Nominated Individual who has an Advance Account
1(one) x HSBC Advance Account	Waiver of monthly Advance Account Fee as long as ITRB requirement is met
HSBC Fusion Elite Package (ITRB ≥ RM200,000)	
Retail Banking Proposition	Nominated Individual who has a Premier Account
1(one) x HSBC Premier Account	Waiver on monthly Premier Account Fee as long as ITRB requirement is met

- (e) Customers who no longer participate in this Programme will cease to enjoy the waiver of Monthly Package Fees, the Retail Banking Proposition as well as the offerings associated with the selected Business Package covered under this Programme. The Customer's and/or individual customer's Bank product(s) will then be subject to the corresponding product's terms and conditions as determined by the Bank.

Remote Engagement Service Terms of Use

For Zoom and Live Sign

The Bank provides the Customers (“you”) with an alternate channel to interact with the Bank on our products and services without the need for you to be physically present at the Bank’s branches. The service is enabled through Zoom and/or Live Sign (collectively referred to as “**the Remote Engagement Service**”).

1. Acceptance of Terms of Use

- (a) This Terms of Use should be read together with the following terms (as may be amended from time to time) shall govern your use of the Remote Engagement Service:
 - (i) The Generic Terms and Conditions;
 - (ii) product and/or investment specific terms and conditions including but not limited to the Terms of Business Guide (“**Product Terms**”).In the event of any inconsistency between this Terms of Use and the Generic Terms and Conditions or the Product Terms, this Terms of Use shall prevail in so far as it relates to the Remote Engagement Service.
- (b) The Customer’s use and continued use of the Remote Engagement Service constitutes acceptance of this Terms of Use and any amendments made to it from time to time.

2. The use of Zoom

- (a) Zoom enables HSBC Relationship Manager(s) and/or authorized Bank personnel to interact with you using your own desktop/laptop/tablet/mobile devices via video call on invitation basis. Zoom is made available by Zoom Video Communications, a company incorporated in San Jose, California, U.S.
- (b) To be able to connect, you will need a device (desktop/laptop/tablet/mobile) with built in webcam speakers and microphone or an external webcam and audio equipment, for example a headset or headphones with microphone. You will also need an internet connection.
- (c) If you are using desktop/laptop, you may be required to download a browser plug-in, it depends on the internet browser you are using, if this is required, you will see instructions when you join the Zoom video call. If using Zoom via your tablet/mobile device, you will be required to download the “**Zoom Workplace**” application, which is made available in the application store on your Android or IOS electronic devices.
- (d) You will then receive an email invitation from the Bank sent to your registered email address with the Bank to connect via a video call using Zoom. Please click the link in the email to start.
- (e) The Bank will need to confirm your identity on the video call prior to discussing on any banking product and services or personal information relating to your account with the Bank. The Bank aims to provide you with help and support on our available products and services upon your request.
- (f) Any instruction from you while using Zoom will only be acted on by the Bank upon receipt of complete signed electronic documents received via Live Sign.

3. The use of Live Sign

- (a) Live Sign is a document signing facility provided by Adobe Systems Software Ireland Limited, a company incorporated in Ireland (“**Adobe**”).
- (b) By signing electronically on the documents or forms sent through Live Sign, you agree that pursuant to section 7 of the Electronic Commerce Act 2006, your execution and acceptance of the electronic documents and/or forms through Live Sign shall be deemed as valid and the documents and/or forms shall not be denied its legal effect, validity or enforceability.
- (c) All complete electronically signed documents received from you shall be taken as your final and conclusive instruction and you are deemed to have consented and given your instruction to the Bank to act upon the same.
- (d) **<adobesign@adobesign.com>** shall be the email used by the Bank powered by Adobe for the Live Sign service. The Bank will only be communicating via this e-mail address for the Live Sign service.
- (e) The use of electronic signature or e-signature under the Live Sign service shall be subject to the Electronic Commerce Act 2006 as may be amended from time to time or any other law as may be applicable thereto.
- (f) Any instruction documents, where applicable shall be electronically signed with your signature using the options available in Live Sign and such signatures shall be legally binding in the same manner and way as your “wet signature”.
- (g) Where the investment account(s) is in the names of more than one person (with “either to sign” mandate), then the Bank is authorised to accept Instruction from any one account holder. The Instruction shall be binding on all account holders. The liabilities of each of the account holders shall be joint and several.
- (h) You will only use Live Sign to sign the document(s), within 7 calendar days of receiving the document(s)
- (i) The table below describes the cutoff time for products and services supported by the Live Sign facility.

Processing Schedule for sales and servicing	Instruction received from customer		Processing
	Business Days (Monday – Friday)	Before 12.00pm	Same business day
		After 12.00pm	Next business day
	Non-Business Days (Saturday, Sunday and Federal Territory Public Holidays)		Next business day

<p>Expected Confirmation on Processed Instruction</p> <p>If you initiate an instruction today up to and including 12.00pm, you will receive a copy of the processed documents via your registered email address with the Bank on the same business day.</p> <p>For instructions received after 12.00pm on the same day, the committed processing time is next business day, however the Bank reserves the right to execute and process the instruction on the same business day. You will be notified via your registered email of the processed documents.</p> <p>The Bank shall not be obliged to process your instructions and shall not be liable for any loss or damage to you as a result of not effecting your instructions, if on the stipulated date of processing your instruction:</p> <ul style="list-style-type: none"> ▪ your designated account does not contain sufficient funds; or ▪ the execution of your instructions will cause the balance in your designated account to exceed the approved credit limit; or ▪ your designated account is closed, frozen or inaccessible for any reason.

- (j) During the verification stage, the Bank may take reasonable steps to verify the identity of the person giving any Live Sign instruction(s), however the Bank is not under any duty to do so. Notwithstanding the above, if the Bank feels it is uncertain of the identity of the person(s) giving the Live Sign instruction(s), the Bank reserves the right to decline to act on such instructions and shall have no responsibility whatsoever to you for any loss arising directly or indirectly herein including loss of opportunity (which includes, but is not limited to, any missed chance for investment, or missed chance for investment at peak or favorable rates).

4. Recording

In the course of providing the Remote Engagement Service, the Bank (or any of our agents or nominees) may record and monitor your instructions or communications by tape, video or other means. The Bank has the right to destroy these recordings after such period of time as the Bank considers appropriate. You hereby acknowledge that the Bank has no duty to make such recording(s) available to you for any purposes not connected to the relationship contemplated herein.

5. Privacy

If you provide your personal information to the Bank, the Bank may collect, use, store and disclose your personal information in accordance with HSBC's Notice to Customers Relating to Personal Data Protection Act 2010 which is available at <http://www.hsbc.com.my> and/or <http://www.hsbcamanah.com.my>.

For the purpose of ensuring smooth document transition through Live Sign, the Bank may disclose the contents of the email to our service provider Adobe who is located in Ireland and who has servers located globally such as Australia. HSBC has in place contractual arrangements with Adobe for the protection of personal information.

6. Warranties/Limited liability

- (a) By using the Remote Engagement Service, you hereby warrant to the Bank the following:
- (b) You will only use Zoom and/or Live Sign for the purposes described in these Terms of Use. You will not use or attempt to use Zoom and/or Live Sign to:
- (i) adversely affect the reputation of HSBC Bank and/or HSBC Amanah;
 - (ii) damage or interfere with Zoom and/or Live Sign data, software, website or information technology systems;
 - (iii) send any offensive, inflammatory, defamatory, fraudulent or otherwise unlawful information; or
 - (iv) cause annoyance or inconvenience to HSBC.

- (c) You will act solely on your own independent analysis, judgment and decisions or upon seeking independent financial or professional advice with respect to the product and services offered or investments made.
- (d) To the extent permitted by law, the Bank excludes all implied representations, conditions and warranties whether statutory or otherwise. The Bank will not be liable to you or any other party for any actions, proceedings, claims, losses or damages suffered by you arising from or connected with your use of Zoom and/or Live Sign or indirect or consequential loss or for loss or corruption of data, loss of revenue or loss of profits, whether in contract, tort or under statute or otherwise arising from or connected with your use of Zoom and/or Live Sign.
- (e) You acknowledge that the Bank can terminate your use of Zoom and/or Live Sign if the Bank reasonably believes that you have breached this Remote Engagement Service Terms of Use.
- (f) You authorise the Bank to execute your Zoom and/or Live Sign instruction(s) given to the Bank in relation to your banking and investment product transactions and services. You acknowledge that in acceding to your instruction(s), the Bank shall not be liable for any losses arising directly or indirectly from such instruction(s).
- (g) You irrevocably and unconditionally agree and undertake to hold the Bank fully indemnified from and against any and all actions, proceedings, claims and demands whatsoever and howsoever occurring, arising, whether directly or indirectly, which may hereinafter be brought against the Bank as a result of the Bank adhering to your request/instruction(s) and from any and all liabilities, damages, losses, costs (on a full indemnity basis) and expenses of whatsoever kind and nature in connection and ancillary therewith. Upon notice of a claim, you hereby authorise the Bank to debit such claimed amounts from any account standing in credit in your name with the Bank. You hereby agree that such debiting is without prejudice to any other rights and remedies of the Bank and shall not be a waiver of any event of default under this arrangement.

7. Restriction

- (a) The Bank may, in its sole discretion, decide not to engage or process any transactions, provide products or services or otherwise facilitate transactions, even where permitted by applicable sanctions laws and regulations, where these activities fall outside of HSBC's risk appetite in accordance to HSBC Sanctions Policy Statement available at <http://www.hsbc.com/our-approach/risk-and-responsibility/financial-crime-risk/financial-crime-risk-policies>. This may result in HSBC having to terminate the remote engagement service made available to you or/and take such other actions as are necessary in accordance with Clause 8 Financial Crime Risk Management Activity of the Generic Terms and Conditions.
- (b) Remote Engagement Service is subjected to the laws and regulations of cross border regulations and should not be construed as a recommendation, distribution, an offer to sell, or a solicitation to buy any securities, in any jurisdiction where such activities would be unlawful under the laws of such jurisdiction.

8. Governing Law

This Remote Engagement Service Terms of Use is governed by and construed in accordance with the laws of Malaysia. You agree to submit to the non-exclusive jurisdiction of the courts of Malaysia.