

# Customer Notice

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Dear Customer

This **HSBC Bank** branch at Sungei Choh, Rawang, Selangor will no longer be in operation effective **1<sup>st</sup> January 2020**.

We apologise for any inconvenience caused.

Please visit the nearest branch at :

**HSBC Kepong**  
**No 43 & 45, Jalan Metro Perdana 7**  
**Taman Usahawan Kepong**  
**Kepong Utara**  
**52100 Kuala Lumpur**



## Frequently Asked Questions (FAQS)

**1. Why is my home branch ceasing operations?**

At HSBC Bank Malaysia, we constantly review our network in our continuous efforts to enhance customer experience and based on this, we have found that the Kepong branch will be better suited to cater to your existing and future banking needs.

**2. When will this change take effect?**

This change will be effective 01<sup>st</sup> January 2020.

**3. How does this impact me as a customer? Do I have to go to the Kepong branch?**

Let us assure you that there will be no change to any of your banking account(s) and holdings resulting from this movement. We endeavor to make this transition as seamless as possible to you as a customer, therefore no action is required of you.

**4. I realise that the Kepong branch is not a HSBC Amanah branch. Will I be able to obtain Shariah compliant products/service from this branch?**

Yes, please be assured that all our representatives at Kepong branch are trained to address your queries pertaining to Shariah compliant product/services. The same applies to all of our branch representatives nationwide.

**5. Will my account numbers change?**

No, all your account numbers with the bank remain the same.

**6. Do I have to change my banking facilities – ATM/Debit Card - i, Credit Card -i, and Personal Internet Banking?**

No, the services above do not depend on the branch and will continue as they are.

**7. I am a Premier customer, does this mean I will no longer have a Relationship Manager?**

As a valued Premier customer, you will always have a dedicated Relationship Manager to assist you in your banking and financial wealth management needs. Your portfolio will now be assigned to another Relationship Manager and details will be mailed to you separately prior to the closure of the Sungei Choh branch.

**8. Would the new Relationship Manager be familiar with my portfolio and needs? (Applicable for Premier customers only).**

Yes, your new Relationship Manager will review your portfolio and familiarise himself/herself with it. However, as your financial needs and objectives might have changed, we recommend you to contact the new Relationship Manager to schedule/perform a new Financial Review.

**9. I have an on-going transaction with Sungei Choh branch, what will become of this?**

We endeavor to make this transition as seamless as possible for our customers. All outstanding matters will be handed-over to representatives at the Kepong branch to follow up. If you have any questions, you may contact the branch via the contact number stated in the letter.

**10. I am concerned, who can I speak to further regarding this matter?**

If you need further assistance or clarification, please contact **HSBC Bank Call Centre - 1300 881388**.