

# HSBC EMAIL AND PAPER STATEMENTS

15 June 2020

Dear Valued Customers,

For customers with registered HSBC Online Banking and HSBC Mobile Banking app before 4 June 2020, please take note that there is a change in the delivery mode on Deposit and Credit Card monthly statement from email statement/paper statement to eStatement, effective 17 June 2020.

For customers with registered HSBC Online Banking and HSBC Mobile Banking app as at 4 June 2020, your Deposit and Credit Card monthly statement are delivered via eStatement by default.

You can view up to 12 months of eStatement instantly via HSBC Online Banking and HSBC Malaysia Mobile Banking app.

To change your preference back to paper, you can log on to HSBC Online Banking and select paper under Change your statement preferences or log on to HSBC Malaysia Mobile Banking App and select Communication preference under Profile tab.

For more information, check out our FAQs [here](#).

HSBC Bank Malaysia Berhad 198401015221 (127776-V)