

**Discontinuation of Contact Us e-form services in HSBC Malaysia Public Website.**

22nd July 2021

Dear Valued Customers,

Please be informed that the Contact Us e-form (except for HSBC Fusion) on the Contact Us page used for raising/sending queries to the Bank will be ceased effective 30th July 2021.

For a faster banking experience, 'Chat' with us through HSBC Malaysia Public Website, Mobile app/Online Banking or call our Contact Centre. For more information, please visit <https://www.hsbc.com.my/contact/>.

If your complaint is not resolved to your satisfaction by channels stated within our contact page, you may escalate it to our Customer Experience Team. Fax your letter to +603-88942811 or drop us an email at [complaints@hsbc.com.my](mailto:complaints@hsbc.com.my), we will respond to you within 10 working days.

Note to law firms: We do not accept service of any notice or court orders by this e-mail.

Thank You.

