

HSBC Bank Malaysia - Branch Closure Notice

Date: 14 June 2021

Dear HSBC Customer,

Thank you for your continued patronage of HSBC Bank and HSBC Amanah. We wish to inform you that we will be closing 13 branches as listed below on 31 December 2021.

From 1 January 2022 ("Effective Date"), please be informed that the location of your home branch, if listed in the list of 'Current Branch (To Be Closed)', will change to the corresponding 'New Home Branch' stated in the table below.

Current Branch (To be Closed)	New Home Branch
HSBC Bintulu	HSBC Sibu
HSBC Labuan	HSBC Kota Kinabalu
HSBC Alor Setar	HSBC Sungai Petani
HSBC Cameron Highlands	HSBC Ipoh
HSBC Kuala Terengganu	HSBC Kota Bharu
HSBC Teluk Intan	HSBC Ipoh
HSBC Batu Pahat	HSBC Muar
HSBC Bentong	HSBC Mentakab
HSBC Raub	HSBC Mentakab
HSBC Amanah Inanam	HSBC Kota Kinabalu
HSBC Amanah Senawang	HSBC Amanah Bangi
HSBC Amanah Sungai Buloh	HSBC Amanah Kota Damansara
HSBC Amanah Gombak	HSBC Amanah Bandar Utama

Please be assured that there will be no changes to any of your account(s) with us and your account number(s) along with other related facilities will remain unchanged. In addition, you may also conduct your banking transactions seamlessly via any of the following channels:

- Visit any of our 54 branches nationwide, using our Branch Finder that enable you to locate the nearest branch or ATM. You may use the following links <https://www.hsbc.com.my/branch-finder/> or <https://www.hsbcamanah.com.my/branch-finder/>
- Use our Digital Banking platforms such as 'HSBC Malaysia Mobile Banking App' or 'HSBC Online Banking', at your convenience, for your day-to-day banking needs, with 24x7 access to services like Account Overviews, Fund Transfers, Bill Payments and more. If you have yet to register for our **HSBC Online Banking**, you may go to www.hsbc.com.my or download our HSBC Malaysia Mobile Banking App today on 'Google Play' or 'Apple Store'.
- Telephone Banking – Please visit <https://www.hsbc.com.my/contact/> for our contact numbers.

Premier customers will be assigned with a new Relationship Manager and the details will be mailed out in due course, prior to the closure of the Current Branch. For any further information on Premier, please refer to <https://www.hsbc.com.my/premier/>

We attach a list of frequently asked questions (FAQs) to address any concerns you may have. You may reach out to us at <https://www.hsbc.com.my/contact/> if you have any further queries or need additional assistance.



Frequently Asked Questions (FAQs)

1. Why is my home branch ceasing operations? Or Why is this branch being closed?

We regularly review our products and services, including our branch coverage. Our branch network remains a crucial part of our strategy, but fewer people are using our branches and more people are choosing to bank online, over the telephone or with their mobile phone.

2. Is HSBC scaling back its Malaysian operations? Or Is HSBC exiting Malaysia?

Not at all. Malaysia is a priority market for HSBC and we have been and will continue to invest in our people, infrastructure and technology. As such HSBC remains highly committed to Malaysia and to retaining our position as a leading international financial institution in the country. We have a long history of over 130 years in the country and plan to continue serving our customers and investing in our people, network and businesses. We assure you that the changes we're making will ensure we have a more viable operation for the long term.

3. How does this impact me as a customer? Do I have to go to the New Home Branch?

Your account number and any other holdings with us will stay the same, so you don't need to do anything differently. You can continue to use any of our branches as well as our Online Banking, Mobile Banking App and telephone channels.

4. Will I be able to obtain Shariah compliant products / services from the New Home Branch?

Yes, please be assured that all our representatives at the New Home 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 remains the same.

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

No, these services related to these Banking facilities will continue as they are currently, since these services are not dependent on your Home Branch.

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 Current Branch.

8. Would the new Relationship Manager be familiar with my portfolio and needs?

Yes, your new Relationship Manager will review your portfolio and familiarize 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 my Current Branch, what will become of this?

We endeavor to make this transition as seamless as possible for our customers. As of the Effective Date, if you have any outstanding matters, our current branch management team will ensure that these matters are duly handed-over to our representatives at your New Home Branch, for them to follow up. If you have any further questions with regards to this matter, you may contact the either branches via the contact numbers stated above in the letter.

10. I am concerned/ I need more details, who can I speak to further regarding this matter?

If you need further assistance or clarification, please contact our **HSBC Customer Services Team** at 1300 88 1388 or +603 8321 5400 (International). You may also visit our website at www.hsbc.com.my for any further updates to this initiative.

11. Can I have my account moved to another branch?

You can use any of our branches without moving your account.

12. I use my Current Branch frequently, traveling to the New Home Branch will be difficult.

There are alternative ways of banking with us that could reduce the need to visit a branch so often, as majority of our branch services are also now available online or on our HSBC Mobile Banking App. If you need more information, you can reach out to us at 1300 88 1388 or +603 8321 5400 (International) and we will be happy to discuss the options available to you.

13. I would like to close my accounts with HSBC. Who should I speak to?

We apologise for any inconvenience caused and would like to assure you that you may continue to bank with us at any of our other branches. If you need more information, you can reach out to us at the branches or at 1300 88 1388 or +603 8321 5400 (International) and we will be happy to discuss the options available to you.