

Updates - Discontinuation of Safe Deposit Lockers

1 September 2021

Dear Valued Customers,

As informed in our notice dated 28 June 2021, the Safe Deposit Locker (SDL) services at the following HSBC Bank (M) Bhd branches were discontinued effectively on 28 June 2021.

1	HSBC Bank (M) Berhad – Bentong Branch (BTG)
2	HSBC Bank (M) Berhad – Raub Branch (RUB)
3	HSBC Bank (M) Berhad – Kuala Terengganu Branch (KTR)

Existing HSBC customers with SDL accounts at the above branches were advised to visit the branch to remove the contents of their SDL box and close it by 27 August 2021.

Please be informed that we have exceptionally extended the deadline to remove the contents of your SDL box and close it by or before end of business day (4:00pm) to **29 October 2021 (“Last Date”)**. As such we request your urgent action by the Last Date to avoid the force opening procedure, as no further extension will be granted. Additionally, we are pleased to inform that the SDL services at the above branches have been extended up to 4:00pm (Monday to Friday except public holiday), to meet your convenience.

Once again, we would like to thank our customers for the trust in banking with us and would like to offer our apologies in advance should you experience any inconvenience during this process.

If you have any questions, please contact your Relationship Manager or visit the branch for further assistance.

Thank you



Frequently Asked Questions (FAQs) on SDL Closure

We have updated our FAQs to reflect the extension of SDL closure till 29 October 2021. Please refer to the updated FAQs as follows:

1	Why is HSBC discontinuing the Safe Deposit Locker (SDL) facility at these branches?	Safe Deposit Locker (SDL) facility at these branches are being discontinued due to the change in HSBC Bank Malaysia's Branch network.
2	I have an SDL at the stated HSBC branches. What should I do next?	<p>Please visit our branches as stated above during banking hours to close the SDL account and retrieve the contents in your locker by 29 October 2021.</p> <p>Any annual fees already paid will be refunded on a pro rata basis with the amount credited into your HSBC savings account on the closure date of your Locker.</p>
3	I have lost my SDL key. Can I still close my account and retrieve the contents in my locker?	Yes. A request to force open your locker can be made and the cost of the exercise will be borne by you.
4	<p>For Joint Account Holders What should you do if your joint renter(s) are not able to be present at the branch to close the Locker?</p> <p>Our SDL Locker is a joint account. Must all joint renters be present at the branch to close the account? or Can only the key holder request to close the account?</p> <p>I'm a joint renter of my SDL Locker but I do not have the locker key. Can I still request to close the account and retrieve the contents of the locker?</p>	<p>Any of the joint renters of the account and in possession of the Locker key may request to close the related account and retrieve the contents of the Locker, with or without the presence of the other joint renter(s).</p> <p>Yes. However, you will need to present a Representative Authorisation Letter (template enclosed in our emails to account holders) completed and signed by the other joint renter(s) in order for the Bank to proceed with your force open request to retrieve the contents in your Locker and close the related account by 29 October 2021. You will have to borne the cost of the force open exercise.</p> <p>The authorisation letter is only applicable for Joint renters of the SDL and is only required to be furnished when the co-renter(1) of the SDL who is the Key Holder is not present for closure. For avoidance of doubt, this means a co-renter(1) of the SDL who has the key to the SDL can attend to the closure of the SDL and need not furnish any authorization letter from the other co-renter(2).</p>

5	I/We am/are not able to visit the branch before 29 October 2021 to close the account and retrieve the contents of the Locker. Can I authorise a representative to do it on my/our behalf?	We are unable to accept any authorisation of third-parties (non-account holders of the SDL) for access or closure of the SDL. This is a precautionary security measure. Your understanding is greatly appreciated.								
6	Do I need to make an appointment to perform the closure of account?	<p>It is not necessary to make an appointment before 29 October 2021, unless advised otherwise by the SDL team of the relevant branches. You can walk-in to complete closure of your SDL account within the branch operational hours as listed on our website.</p> <p>Post 29 October 2021, all impacted SDL customers who have yet to close their SDL accounts must make an appointment through our contact centre or SDL team at the above stated branches. This is due to the force open activity which will be effective from 29 October 2021 and customers will not be allowed access to their SDL without prior appointments made.</p>								
7	<p>What happens if I do not close my SDL account by the Last Date or I am unable to return to Malaysia / travel by the Last Date (e.g. due to Covid-19 travel restrictions)?</p>	<p>The bank has already extended the Last Date of SDL closure to 29 October 2021. If you are unable to perform the closure by the Last Date, the Bank will proceed with our Force Opening procedure and keep your safe content in the Bank's vault until you are able to collect it.</p> <p>The collection points of forced open content are currently as follows: -</p> <table border="1" data-bbox="687 1301 1321 1435"> <thead> <tr> <th>Current Branch</th> <th>New Branch</th> </tr> </thead> <tbody> <tr> <td>HSBC Bentong</td> <td>HSBC Mentakab</td> </tr> <tr> <td>HSBC Raub</td> <td>HSBC Mentakab</td> </tr> <tr> <td>HSBC Kuala Terengganu</td> <td>HSBC Kota Bharu</td> </tr> </tbody> </table> <p>Please contact your above current branches for further instructions.</p>	Current Branch	New Branch	HSBC Bentong	HSBC Mentakab	HSBC Raub	HSBC Mentakab	HSBC Kuala Terengganu	HSBC Kota Bharu
Current Branch	New Branch									
HSBC Bentong	HSBC Mentakab									
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8	<p>How will the Bank's force opening procedure be conducted?</p> <p>(Where customer has not closed and claimed the contents of their SDL locker, by the 'Last Date')</p>	The force opening procedure will be conducted in the presence of two bank employees and an appointed external lawyer.								

9	<p>How will the safe contents from the Bank's force opening procedure be kept?</p> <p>(Where customer has not closed and claimed the contents of their SDL locker, by the 'Last Date')</p>	<p>The contents will be itemized, recorded and sealed in an envelope/ box and securely kept in the Bank's vault until the SDL renter(s) collects them.</p>
10	<p>Who pays for the Bank's force opening procedure?</p> <p>(Where customer has not closed and claimed the contents of their SDL locker, by the 'Last Date')</p>	<p>This is a Bank initiated procedure and all cost pertaining to the procedure will be borne by the Bank. Customers who have yet to close their SDL accounts prior to 29 October 2021 will continue to be charged their usual monthly fee until the force open procedure is completed.</p>
11	<p>What can I prepare ahead of my visit to the branch?</p>	<p>You may download the Cancellation of Standing Instruction form at https://www.hsbc.com.my/help/forms/ and prefill the relevant details before your branch visit for quicker service.</p> <p> Cancellation or Amendment of Standing Instruction (PDF)</p>
12	<p>How do I reach out to HSBC if I have further queries?</p>	<p>You may contact our Contact Centre Live Chat at https://www.hsbc.com.my/contact from Monday - Friday (9am – 9pm) or alternatively our HSBC Customer Services Team at 1300 88 1388 or +603 8321 5400 (International).</p>