

17 March 2020

## **Changes to Your HSBC Internet Banking Service**

We are continually striving to improve your internet banking experience. While we are making the exciting changes to enhance your digital experience, you will experience changes on how you access some services and features on your Personal Internet Banking.

### Features cease to be in service:

- Change Alert
- Interim Statement Request
- Net Worth Statement
- Order Cheque Book
- Rename Account
- Request Brochure
- Select Account
- Set Up New Alert
- Stop Cheque
- Temporary Increase in Credit Card Limit

### Features temporarily unavailable:

- Change Internet Banking Limits
- Maintain Payee List
- Manage Future Transfers
- Open Time Deposit Account
- Request Replacement PIN
- Update Personal Details
- Update Time Deposit Maturity Instruction

For this, we apologise for the inconvenience and ask for your understanding during this transition. If you have any questions or concerns regarding the above features, you may send us a secure message in your Personal Internet Banking, visit a branch or call our Phone Banking Customer Service Hotline on (853) 8599 2888 (Phone Banking Customer Service Hotline: Monday to Friday 9 am to 7 pm, except bank holidays).