



INTRODUCING SELF SERVICE KILL SWITCH VIA INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

Date: 22 August 2023

Dear Valued Customer,

We are pleased to inform you on the introduction of our latest **self-service Interactive Voice Response (IVR) feature– the Kill Switch** which will be launched on **30 August 2023**.

If you suspect you are a victim of a scam or if you believe your key account-related details have been otherwise compromised, call our Contact Centre hotlines immediately to activate Kill Switch via self-service Interactive Voice Response (IVR). For Kill Switch activation, you will need to be enrolled for phone banking services.

Kill Switch is a quick way for you to suspend your account activities to protect against unauthorized access on your currents and savings account, online and mobile banking app access.

Once kill switch is activated, you will no longer able to access to all your sole and joints currents and savings account including HSBC/HSBC Amanah HomeSmart/HomeSmart-i, online and mobile banking app access. Kill Switch blocked all the following transactions:

- Cash withdrawals and deposits including payroll credit, standing Instructions & auto debits/recurring transactions.
- All incoming and outgoing local and overseas funds transfer
- Bill payments/JomPAY
- DuitNow/FPX transaction
- HSBC/HSBC Amanah Housing Loan/Home Financing-i or Personal Financing-i Repayment through HSBC/HSBC Amanah loan/financing repayment account/-i
- Online or in-store payments using debit card.
- HSBC Malaysia Online Banking and/or Mobile Banking app services

How to reactivate my account access?

To unblock your account and to reactivate your HSBC Malaysia Online Banking and Mobile Banking app access, please visit any nearest [HSBC branch by making an appointment](#). Do bring along your NRIC or passport for identity verification.

Got more questions about Self Service IVR Kill Switch?

Find out more [HSBC Malaysia website](#) or [HSBC Malaysia Amanah website](#).

Thank you for choosing HSBC. It's always a pleasure to serve you.

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