



Important information regarding Global View/Global Transfers and accounts for HSBC Canada

Date: 1 March 2024

Dear Valued Customers,

We would like to inform you that due to the sale of the retail banking business of HSBC Canada to Royal Bank of Canada ("RBC"), the Global Transfer ("GT") to HSBC Canada account(s) will be discontinued as of 17 March 2024 10:00a.m. MYT. As such, please do not transact via GT to HSBC Canada effective 16 March 2024 10:00p.m. MYT.

For more details, you may visit [HSBC Canada](#).

What are the impacts on the Transfer on International Payments & Transfers?

After 17 March 2024 10:00a.m. MYT, the Global View (GV) and Global Transfer (GT) services for/to HSBC Canada accounts will no longer be supported. Last-minute transactions on 16 March 2024 may fail.

If you have access to GT services, this means that:-

- (i) GT service to send remittances to account with HSBC Canada will no longer be available; and
- (ii) any saved international payees to HSBC Canada accounts under Global Transfer will no longer be available. For any future international payments to your beneficiaries in Canada, you may make a transfer via Telegraphic Transfer on HSBC Malaysia Online Banking or visit any of our branches. Please note that [fees and charges](#) may be incurred.

For more information on the alternative payment services, please visit [HSBC Malaysia website](#).

If you need further help, you may call the numbers listed below.

Local call number: 1300 88 1388

International call number: +603 8321 5400

Operation hours: 7:30am - 9:30pm

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

Issued by: HSBC Malaysia Berhad & HSBC Amanah Malaysia Berhad

Appendix

FAQs:

1. What happens to the international registered payees that I have set up for HSBC Canada payments and transfers? Will I have to update my international beneficiaries' information for international payments with RBC?

A: Your relevant registered international payees to HSBC Canada will be removed on 16 March 2024 9:00a.m. EST or 16 March 2024 10:00p.m. MYT.

For any future international payments to your beneficiaries, you will have to set them up as a new payee with the new International Bank Account Number (IBAN).

2. When will be the last time I can access Global View for my HSBC Canada Account?

A: You will still be able to use Global View from your HSBC Canada Online banking/Mobile banking and Other Countries Online banking / Mobile banking to see your Canadian accounts until 16 March 2024 at 9:00a.m. EST or 10:00p.m. MYT.

3. Will I still be able to access Global View through RBC Online banking?

A: Yes, the Global View will continue if you consent to share the account information of your non-Canadian HSBC Global View account(s) with RBC, an Approved Third Party, on an ongoing basis as outlined in our updated Global View Terms and Conditions.

You will then be able to view your HSBC current and savings accounts held outside of HSBC Canada, in RBC's online Banking and mobile application. The availability of Global View, linking with approved third parties depends on regulatory approval in each HSBC country or region.

To consent, kindly log into your HSBC Canada online banking (only available via browser) and select 'I agree to share' from the pop-up message before 16 March 2024 9:00a.m. EST or 10:00p.m. MYT.

Once consented, or if consent not provided by 16 March 2024 9:00a.m. EST or 10:00p.m. MYT, you continue to have access to Global View. You can view other HSBC offshore accounts including Global View services by using the HSBC Online banking and/or HSBC Mobile App service for the countries you hold accounts in.

4. Will I still be able to make Global Transfers to my account at RBC?

A: The Global Transfer service with HSBC Canada will be demised on 16 March 2024. Post 16 Mar 2024, you may make a transfer to your account with RBC via Telegraphic Transfer on HSBC Malaysia Online Banking or visit any of our branches. Please note that fees and charges may be incurred.

5. What will happen to future dated payments set up for Global Transfer "GT"?

A: All future dated payments set up within HSBC Global Transfers and Global Transfers Family & Friends will be cancelled by 16 March 2024 10:00p.m. MYT.

6. When is the last day I can make, or receive, a GT transfer to my HSBC Canada Account?

A: On Saturday 16 March 2024 before 9:00a.m. EST or 10:00p.m. MYT.

7. Who may I contact when there is a problem with a recent international payment or transfers transaction to HSBC Canada?

A: You may call the number listed below:

Local call number: 1300 88 1388

International call number: +603 8321 5400

Operation hours: 7:30am - 9:30pm

8. Will I still be able to make withdrawals at HSBC Canada ATMs using my international HSBC debit/credit card(s)?

A. Yes, but only until 25 March 2024, date inclusive. Effective 26 March 2024, HSBC Canada ATMs will stop accepting international HSBC debit and credit cards from below HSBC GATM* Impacted Markets:

Armenia, Australia, Bahrain, Bangladesh, Bermuda, China, China (HASE), Egypt, Hong Kong (HASE), India, Indonesia, Lebanon, Macau, Macau (HASE), Malaysia, Malta, Mauritius, Oman, Philippines (HBAP), Philippines (HBPH), Qatar, Saudi Arabia, Singapore, Sri Lanka, Taiwan, United Arab Emirates, United Kingdom, United States, Vietnam.

*GATM, short form for Global ATM, is the internal HSBC ATM network that allows debit and credit cardholders from HSBC countries that are connected to GATM to

make withdrawals that route directly between the HSBC countries rather than via the payment schemes such as Mastercard Cirrus/ Visa PLUS.

9. Where can I get the direct links for more information on the sale of HSBC Canada to RBC?

A. Kindly refer to the links below for more information:

[HSBC Canada Public Website \(PWS\)](#)

[International Services Website \(IWS\)](#)

[Frequently Asked Questions \(FAQs\)](#)