

# Relocation of HSBC Amanah Taman Maluri Pandan Branch

Date: 30 May 2022

Firstly, we would like to thank you for your patronage with HSBC Amanah. To support long-term growth, and in response to changes in the way our customers bank with us, we are transforming HSBC Amanah to ensure we serve our customers in a way that best reflects their evolving needs. In this regard, we would like to inform you about an upcoming relocation of our HSBC Amanah's Taman Maluri Pandan branch.

We target to close our Taman Maluri Pandan branch located at Ground & 1st Floor, No. 1, Jalan Jejaka 9, Taman Maluri Pandan, 55100 Kuala Lumpur on **16 December 2022 ("Closure Date")** to begin the moving process and (tentatively) to start operating at our new location effective **19 December 2022 ("Effective Date")** at the following address:

## **HSBC Amanah Bangsar South Branch**

Unit G-03, Ground Floor,  
The Sphere, No.1, Avenue 1,  
Bangsar South City,  
No. 8, Jalan Kerinchi,  
59200 Kuala Lumpur.

Kindly be informed that the Closure Date and Effective Date abovementioned are tentative only and may subject to variation.

We endeavor to keep this a seamless transition with minimal impact on you. As a result, no immediate action is required of you due to this change. Please be assured that there will be no changes to any of your banking account(s) and holdings, except for the location of your home branch, as stated above.

We assure you that our representatives of the branch at the new location are trained to address and answer any queries that you may have on our Shariah compliant products and services. You may visit the new branch or any other HSBC Amanah branches should you need assistance with your banking needs.

We sincerely apologise for any inconveniences caused. You may visit our website at [www.hsbcamanah.com.my](http://www.hsbcamanah.com.my) for any further updates to this initiative. If you require further assistance or clarification, you may contact us via the following numbers:

HSBC Customer Service	- 1300 80 2626 or +603 8321 5200 (International)
HSBC Customer Service (Premier)	- 1300 88 9393 or +603 8321 5208 (International)
HSBC Amanah Fusion Customer Services Team	- 1300 80 1998 or +603 8321 8888 (International)

We thank you once again for your continuous support.

## **DISCLAIMER**

The Bank reserves the right to change the branch closure / relocation date and the notification.



## Frequently Asked Questions (FAQs)

### 1. Why is Taman Maluri Pandan branch being relocated?

We regularly review our products and services, including our branch coverage. As part of this review there will be periodic activities such as branch relocations that are undertaken to maximise the usage of our branch network by our customers. Branch banking remains a crucial part of our strategy, but we do note that fewer people are using our branches and more people are choosing to bank online, over the telephone or with their mobile phone.

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

Your account number and any other holdings with us will stay the same, including the staffs who are servicing you at the branch. Hence, you don't need to do anything differently. You can continue to use the branch at the new location or any of our branches as well as our Online Banking, Mobile Banking App and telephone channels.

### 3. Will I be able to obtain Shariah compliant products / services from my branch at the new location?

Yes, please be assured that nothing has changed except for the location of your branch. As per current, all our representatives at the new location Branch are trained to address your queries pertaining to Shariah compliant product / services. The same applies to all of our branch representatives nationwide.

### 4. Will my account numbers change?

No, all your account numbers with the bank remain the same.

### 5. Do I have to change my banking facilities – ATM-i, Debit Card-i, 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 the location of your Branch.

### 6. I have an on-going transaction with Taman Maluri Pandan 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 Taman Maluri Pandan branch management team will continue to serve you and deliver your needs from the new location at Bangsar South Branch. If you have any further questions with regards to this matter, you may contact us via the following numbers:

HSBC Customer Service	- 1300 80 2626 or +603 8321 5200 (International)
HSBC Customer Service (Premier)	- 1300 88 9393 or +603 8321 5208 (International)

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

You may visit our website at [www.hsbcamanah.com.my](http://www.hsbcamanah.com.my) for any further updates to this initiative. If you need further assistance or clarification, you may contact us via the following numbers:

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HSBC Customer Service (Premier)	- 1300 88 9393 or +603 8321 5208 (International)

**8. Can I have my account moved to another branch?**

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

**9. I use my Current Branch frequently, traveling to the New 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 Application. If you need more information, you may contact us via the following numbers and we will be happy to discuss the options available to you.

HSBC Customer Service	- 1300 80 2626 or +603 8321 5200 (International)
HSBC Customer Service (Premier)	- 1300 88 9393 or +603 8321 5208 (International)

**10. 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 may contact us via the following numbers and we will be happy to discuss the options available to you.

HSBC Customer Service	- 1300 80 2626 or +603 8321 5200 (International)
HSBC Customer Service (Premier)	- 1300 88 9393 or +603 8321 5208 (International)