



Update of Payee's Information in Future and Recurring Telegraphic Transfer "TT"

13-Jan-2025

Dear Valued Customers,

In conjunction with the regulatory and payment industry transition to ISO 20020 payment data standards, existing Telegraphic Transfer payment data that were saved in legacy and unstructured format ought to be updated to comply with ISO 20020 standards. As such, if you've set up any future and recurring Telegraphic Transfer "TT" instructions, an update to the payee's information in the instructions is required to ensure your payment instructions continue to work as intended.

What happens if you don't update?

Your future dated and recurring transactions will continue to work until **30-Apr-2025** only. Post this date, your future dated, and recurring payments would not be processed automatically until you migrate your payee's information as per the step-by-step process shown below.

Background of this change:

- Currently, beneficiary address in future and recurring payments is captured and stored in unstructured format in separate lines with no separate fields for Town, Building Number, Building Name, Street Name, Postal Code, State and Country
- As per the regulatory mandates, post Nov'2025, Transactions cannot be sent with beneficiary's address in unstructured format and any such payments sent will be rejected.
- To comply with this new requirement, we have enhanced the HSBC Online Banking front end to allow you to migrate the existing future dated payment to the new ISO 20020 standard.

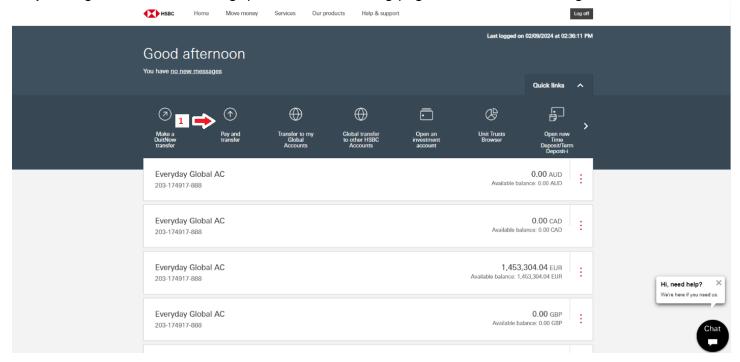
Action Required:

Please follow the steps below to update the payee's information in the future dated or recurring TT instructions via HSBC Online Banking:





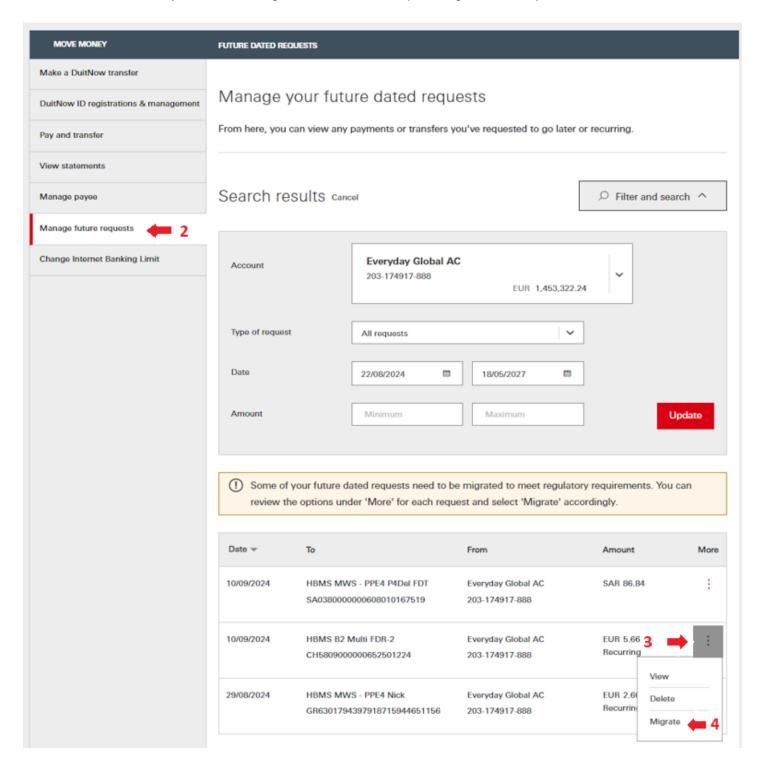
Step-1: Log on to online banking, you will see a landing page similar to below image.







Step-2: Select 'Manage future requests' > **Step-3**: Once the page loads, click on the 3 vertical dots under the More menu > **Step-4**: Select 'Migrate' for the corresponding beneficiary

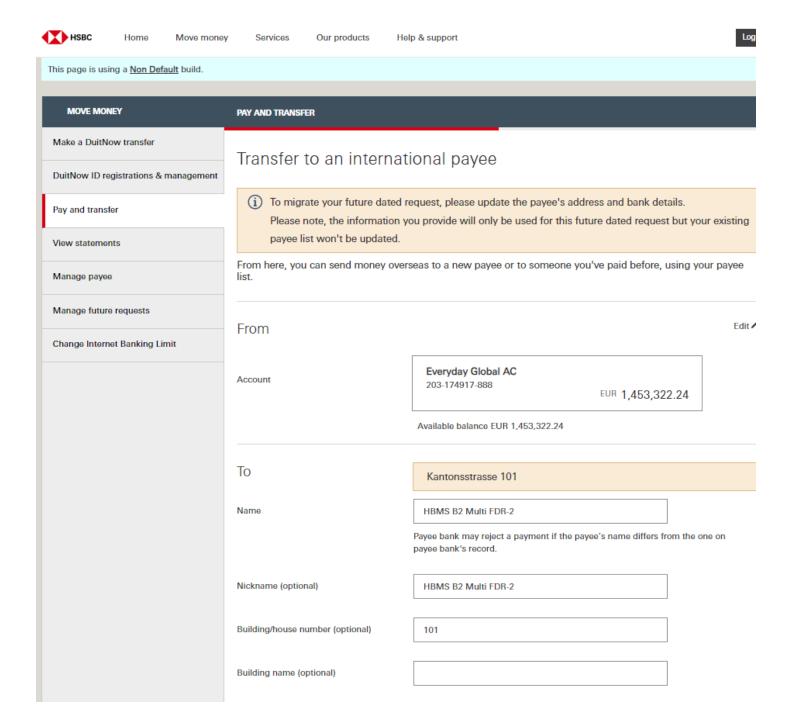






Step-5: You will then see a page like shown below where you need to update the beneficiary's details. Some information will be pre-populated for your convenience. You need to fill all the mandatory fields and click 'Continue'. Considering page is very long, we have split the page into 4 parts, so the fields are legible.

(1/4 part of the Payment page)







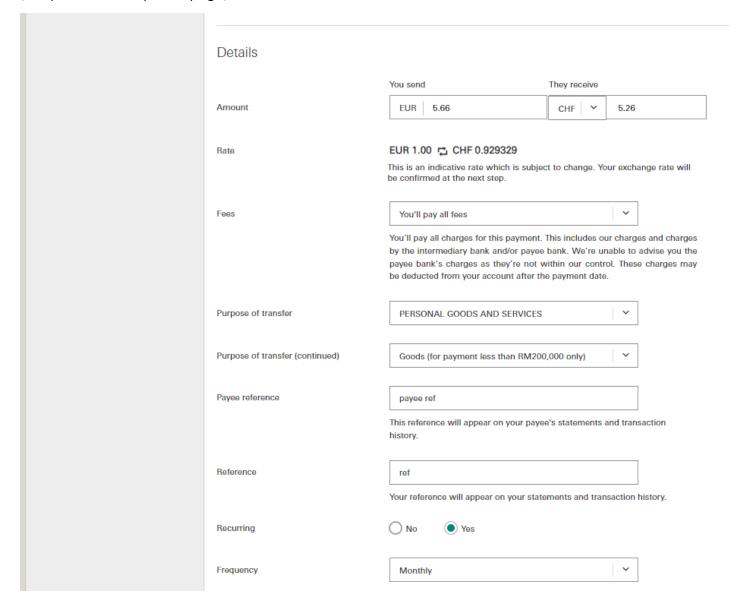
(2/4 part of the Payment page)

Street name (optional)	Kantonsstrasse
Postal code (optional)	7106
Town	Tasch
State/province (optional)	
Country/territory	Switzerland
Is the payee an individual?	Yes
Payee country/territory of residence	Malaysia Other
Relationship with payee	Parents
Bank details	CH/POSTFINANCE AG
Account/IBAN	CH580900000652501224
Country/territory	SWITZERLAND
Bank code	POFICHBEXXX
Bank name and address	POSTFINANCE AG MINGERSTRASSE 20 BERN 3030 CH





(3/4 part of the Payment page)







(4/4 part of the Payment page –)

	Date		23/08/2024	4 🗎		
			This is the st on the next v	_	transfer. Your first tran	sfer will be taken
	Final transfer		Number	of transfers	ıl date	
	Number of transfers		3			
	Final amount		EUR Please comp differs.	lete if your final amour	nt	
Additional security r	equired - New					
Step 1 Open the HSBC Malaysia Mobile Banking app, select Generate security code then select Transaction verification code.		Step 2 - New To generate a security code, enter the transaction verification number on your device with the last 4 digits (numbers only) of the account/IBAN. Followed by the transfer amount (last entered) including cent. For example, if transfering RM245.00 to account/IBAN 01234567890, please enter 789024500.		Step 3 Enter the 6-digit security code show on your Mobile Secure Key.		
		example, if trans RM245.00 to ac 01234567890, p	ng cent. For sterring count/IBAN			





Step-6: A page similar to below will appear, please review the information filled in by you. Once you are good with the data, please click on Confirm. (1/2 part of the Review page)

HSBC	Home	Move money	Services	Our products	Help & support		Log off
This page is usi	ing a <u>Non Def</u> a	ault build.					
MOVE MON	NEY		PAY AND TRANSF	ER			
Make a DuitNo	ow transfer		Review				
DuitNow ID registrations & management							
Pay and transfer			Please check these details carefully before continuing.				
View statemen	nts		From				
Manage payee	Manage payee		Account		Everyday Global AC 203-174917-888		
Manage future	e requests		203-174917-888				
Change Intern	et Banking Lir	mit	То				Edit 🖍
			Name		HBMS B2 Multi FDR-2		
			Nickname		HBMS B2 Multi FDR-2		
			Building/house n	umber	101		
			Street name		Kantonsstrasse		
		Postal code		7106			
			Town		Tasch		
			Country/territory		Switzerland		
		Is the payee an in	ndividual?	Yes			
			rritory of residence	Malaysia			
		Relationship with	n payee	Parents			
		Bank detail	S				
			Account/IBAN		CH580900000065250122	24	
			Country/territory		SWITZERLAND		
			Bank code		POFICHBEXXX		
			Bank name and a	address	POSTFINANCE AG MINGERSTRASSE 20 BERN 3030 CH		





(2/2 part of the Review page)

Edit 🖍 Details EUR 5.66 Amount Rate The prevailing exchange rate on the date of your transfers will be applied. You'll pay all fees Purpose of transfer PERSONAL GOODS AND SERVICES Purpose of transfer (continued) Goods (for payment less than RM200,000 only) Payee reference payee ref Reference ref Recurring Yes Frequency Monthly Date 23/08/2024 Last transfer Number of transfers

Important information

Number of transfers

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a non-working day, it will be processed the next working day.

3

For cash advance online, the standard Cash Advance fees apply. For details, please refer to our <u>Tariff and Charges.</u>

Please check your payee's information carefully before making a transfer. We don't use or verify the payee's name while processing the transfer. If any of the information provided is incorrect, you might pay someone else by mistake and may not get your money back. If you do not know the payee or have been asked to make a transfer urgently, it could be a scam.

6

Confirm

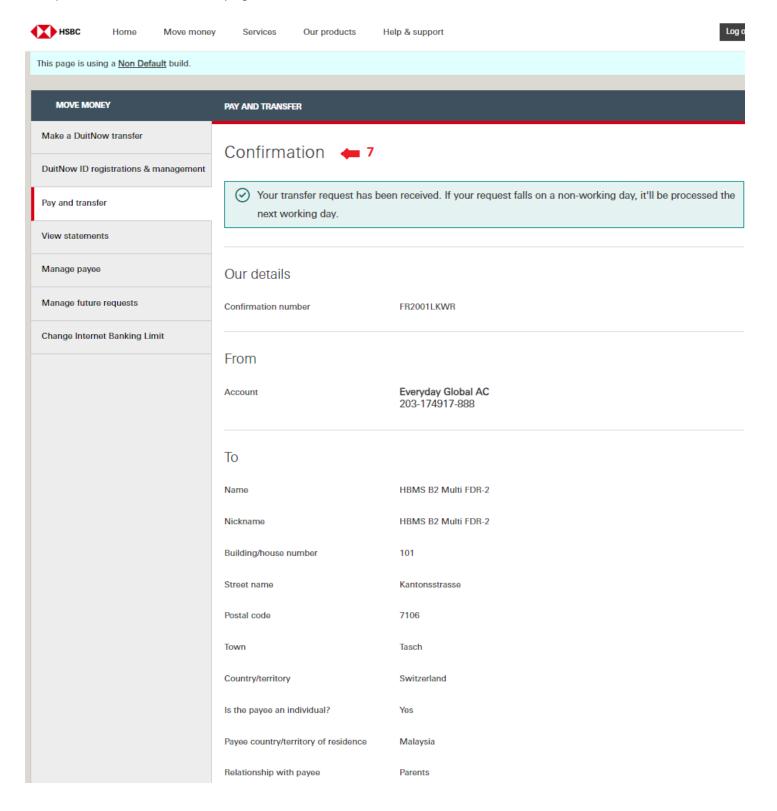
Cancel





Step-7: Once you click on Confirm button, the beneficiary details are successfully updated and a page similar to below will appear showing you details of what you filled. With this, one of your beneficiary is successfully migrated.

(1/2 part of the Confirmation page)







(2/2 part of the Confirmation page)

Bank details

Account/IBAN CH5809000000652501224

Country/territory SWITZERLAND

Bank code POFICHBEXXX

Bank name and address POSTFINANCE AG

MINGERSTRASSE 20 BERN 3030 CH

Details

Amount EUR 5.66

Rate The prevailing exchange rate on the date of your transfers will be applied.

Fees You'll pay all fees

Purpose of transfer PERSONAL GOODS AND SERVICES

Purpose of transfer (continued) Goods (for payment less than RM200,000 only)

Payee reference payee ref

Reference ref

Recurring Yes

Frequency Monthly

Date 23/08/2024

Last transfer Number of transfers

Number of transfers 3

Print

Back to your accounts

New payment or transfer





What can we do if there is any issue?

Please contact us at the numbers below:

If you're Personal Banking customer:

Local call number: 1300 88 1388

International call number: +603 8321 5400

If you're Amanah customer:

Local call number: 1300 80 2626

International call number: +603 8321 5200

If you're Premier customer:

Local call number: 1300 88 9393

International call number: +603 8321 5208

Issued by: HSBC Malaysia Berhad & HSBC Amanah Malaysia Berhad