



FAQs

1. Q: When do I need to submit the Letter of Authorisation?

A: If you require the Bank to take email requests from you for any of the following transactions only:

Time Deposit/ Term Deposit-i	a) Time deposit/ Term deposit-i placement b) Time deposit/ Term deposit-i renewal c) Change of Time deposit/ Term deposit-i maturity instruction d) Time deposit/ Term deposit-i withdrawal
Own Account Transfer	Own account transfers within HSBC
Transfers outside HSBC Malaysia	a) First party (own account) - for transactions above RM100,000 b) Third party – for education purpose only (any amount). <i>Supporting document for must be provided.</i>

For Premier customers please submit the Letter of Authorisation to your Premier Relationship Managers via email. Your Premier Relationship Manager will call you within 3-5 working days after you have submitted your Letter of Authorisation.

For non-Premier customers, you must first submit the e-Form available [here](#). The guide to complete e-Form is available [here](#). The Bank will be in contact with you within 3 to 5 working days. Firstly, we will obtain the [Letter of Authorisation](#) from you. Thereafter, branch personnel will perform a verification callback. We will notify you on completion of this process via your registered email.

2. Q: Can I submit the Letter of Authorisation together with my request to perform the transaction?

A: Yes.

3. Q: I have a corporate account with HSBC/ HSBC Amanah too. Can I use the same method for my corporate account?

A: No, this is only for HSBC/HSBC Amanah retail customers.

4. Q: Can I send request of transaction through other methods such as Whatsapp or SMS?

A: No, only email request to Premier Relationship Manager or via e-Form will be taken into consideration. Prior to performing any transaction, you must first complete Letter of Authorisation to activate this usage.

5. Q: Can I send request using different emails each time?

A: We only accept request from your registered email with the Bank.

6. Q: Do I need to submit a new Letter of Authorisation for each transaction?

A: No, you only need to submit the Letter of Authorisation once to perform the selected transactions during this MCO period.

7. Q: Can I send my request to different branches to perform the transaction?

A: No. Please only send your request to your Premier Relationship Managers or to your pre-selected branch as your Letter of Authorisation is stored with the said branch.

8. Q: How do I know if the transaction is successfully made?

A: Email confirmation will be sent to your registered email in Bank's records upon completion of transaction.

9. Q: Can I be assured that all my request will be performed successfully?

A: The Bank has the right to reject transactions if callback is unsuccessful.

10. Q: If I changed my mind after request is submitted/verification is done, can I cancel my request?

A: Yes, provided the transaction has not been processed by the Bank.

For Premier customers, you may cancel your request via email to your Premier Relationship Manager.

For non-Premier customers, you may cancel your request by contacting branch personnel that was in touch with you or request it via e-Form if we have not yet contacted you.

11. Q: Can I change my personal details via this method?

A: No. Please log on to Online Banking or call the Contact Centre to change your personal details.