

## **Frequently asked questions for In-house transfer and worldwide transfer**

### **In-house Transfer**

#### **1. When will my beneficiary receive the fund?**

- For MYR to MYR transfer - Your beneficiary will receive the fund immediately
- For transfer involving foreign currency - Your beneficiary will receive the fund immediately

#### **2. If I am transferring to a foreign currency account, where can I check the exchange rate?**

- a) For Send Now transaction: The exchange rate will be shown in the Review details page after you completed the transfer details. Do note that the exchange rate shown is applicable for a limited time only, you are required to refresh the page for a new rate once the quoted exchange rate expires.
- b) For Send at another date and Set up a recurring transfer transactions: The exchange rate will be shown in the Manage transfers -> Historic transfers page after the transaction has been executed.

#### **3. Can I perform foreign currency transfer anytime of the day?**

Yes, you can perform foreign currency transfer at any time. However, do note that the actual exchange rate will only be available at the following hours:

- a) Foreign currency conversion involving Malaysian Ringgit: 9:00am to 12:00am on business days
- b) Foreign currency conversion not involving Malaysian Ringgit: 24 hours by 7 days

Foreign currency conversion rate quoted outside the above hours will be an indicative rate only. The actual exchange rate on the next business day will be charged accordingly.

#### **4. Why are some of my accounts not available in Transfer from and Transfer to list when I am making a transfer?**

a) Your HSBC/HSBC Amanah Credit Card/-i, EasiGrow, Junior and Amanah Advance Link accounts are being maintained in Other Transfers.

- For transfer of fund from / to these accounts, please go to Other Transfers -> Make a Transfer.

b) Cross entity transfer (HSBC to HSBC Amanah and vice versa) involving Foreign Currency has been discontinued.

c) Your Foreign Currency account will remain in the same entity platform.

- For transfer of fund from your HSBC Foreign Currency account, you will need to login to HSBC Personal Internet Banking @ [www.hsbc.com.my](http://www.hsbc.com.my)

- For transfer of fund from your HSBC Amanah Foreign Currency account-i, you will need to login to HSBC Amanah Personal Internet Banking @ [www.hsbcamanah.com.my](http://www.hsbcamanah.com.my)

**5. Do I require a Security Code (8 digits code generated from Security Device) for transfer of fund to My beneficiaries saved previously?**

No, you do not need a Security Code for transfer of fund to your saved beneficiaries.

**6. What is my maximum transfer limit per day for In-house Transfer?**

a) Fund transfer between my own accounts: There is no limit for transfer of fund between your own accounts. You may change your transfer limit to a lower limit under Services -> Change Limits -> Own account transfers.

b) Fund transfer to other HSBC/HSBC Amanah account: RM50, 000 per day with a combined limit with other third party fund transfers. You may change your transfer limit to a lower or higher limit, up to a maximum transfer limit of RM50, 000, under Services -> Change Limits -> Transfer to non-designated payee.

**Note:**

- Transfer to pre-designated payee will be governed by the maximum transfer limit of RM50,000 as well.
- For External Account [MYR account maintained with a financial institution in Malaysia by a Non-Resident], the daily transfer limit is MYR10,000 per day.

**Worldwide Transfer**

**1. What information is required for transfer of fund to an overseas beneficiary?**

You will need the following information:

- a) Recipients account number / IBAN details
- b) Recipients name
- c) SWIFT / BIC code

**2. When will my beneficiary receive the fund?**

Below is the indicative timeframe for funds to reach beneficiary:

a) If transfer is to a Beneficiary Bank that is part of the HSBC Group 2 banking days (transaction date + 1 banking day) from the date of instruction

b) If transfer is to a Beneficiary Bank that is not part of the HSBC Group 3 to 6 banking days from the date of instruction, depending on the following:

a. Location of Beneficiary Bank (i.e. whether beneficiary bank is located at remote areas) and b. whether it may involve multiple Correspondent Banks. The actual time taken for a beneficiary to receive the money will depend on, amongst others, the respective Correspondence Bank or Beneficiary Bank and the daily cut-off times as prescribed by HSBC Bank Malaysia Berhad (the Bank) from time to time

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