

Dear Valued Customers,

24 January 2017

Discontinuation of Banking Paper Statements Effective 24 March 2017

Effective 24 March 2017, a Paper Statement Fee of RM1.00 (inclusive of GST) per statement will be applied for HSBC/HSBC Amanah banking accounts, which shall be directly debited from the customer's account.

The Paper Statement Fee is applicable to the following banking account statement types:

- Statement Savings Accounts/-i
- Generic Current Accounts/-i
- Foreign Currency Accounts/-i
- Advance Account/-i
- Advance EasiGrow Account
- Advance PLUS Plan
- Premier Account/-i*
- Premier Junior Savings Account*
- Premier EasiGrow Account*
- Premier PLUS Plan*

* Paper Statement Fee for HSBC/HSBC Amanah Premier accounts shall be temporarily waived until further notice

As a socially responsible organisation, HSBC/HSBC Amanah is committed to help drive the reduction of paper consumption to promote environmental sustainability. We encourage our customers to make the switch to e-Statements. Here's how:

1. If you are an existing Personal Internet Banking user, please follow the steps [here](#) to access your e-Statements.
2. If you are yet to register as a Personal Internet Banking user, you may do so www.hsbc.com.my/pr / www.hsbcamanah.com.my/pr

Alternatively, you may also opt to receive your statements via email. Please SMS **G4<space>last 4 digits of NRIC/Passport<space>email address** to 66300.

(e.g. SMS **G4 1234 abcdef@email.com** to 66300)

For your security and convenience, these Email and e-Statements are password-protected and are accessible via most mobile devices and computers.

Exemptions will be applied to the following groups:

- a) Customers aged 60 and above (auto exemption)
- b) Customers with disabilities (exemption subject to customer's declaration)
- c) Customers facing difficulties accessing their banking statements online (exemption subject to customer's declaration)

Should you have any inquiries or have difficulties accessing your banking statements online, please:

- Visit any branch near you
- Call our HSBC Contact Centre at **1300-88-1388 (Local Calls)**
+60383215400 (Overseas) Amanah 1300-80-2626 (Local Calls)

For more information, please refer to our Frequently Asked Questions (FAQ) which can be found [here](#).

Please also refer to our Tariff and Charges available at www.hsbc.com.my / www.hsbcamanah.com.my