

20 July 2016

Tenaga Nasional Berhad (TNB) Change of Biller Account Number

Dear Valued Customers,

Effective 20 July 2016, TNB will be changing their biller account number from 14-digits to 12-digits. As such, if you have **saved** TNB in your list of payees for bill payment in HSBC/HSBC Amanah Personal Internet Banking, please take the following steps to update the biller account number:

Step 1

Remove the existing TNB biller account from your HSBC/HSBC Amanah Personal Internet Banking Payee List

Delete a Payee

- (i) Log on to HSBC/HSBC Amanah Personal Internet Banking
- (ii) Select "Pay Bills"
- (iii) Maintain Payee List
- (iv) Select "Tenaga Nasional Berhad"
- (v) Click Delete to remove the existing TNB account from the payee list


Step 2

Create a new payee with your new 12-digit TNB biller account number. This new biller account number can be found on your latest TNB statement.

You may create new TNB biller account number by using either of the 2 options below:

1. Add a Payee via Pay a Bill

- (i) Log on to HSBC/HSBC Amanah Personal Internet Banking
- (ii) Select "Pay Bills"
- (iii) Add Payee
- (iv) Select 'Tenaga Nasional Berhad' and enter the **TNB new biller account number**

HSBC  [Go to Global View](#)

You have 3 new messages [Print](#)

Add Payee

Payee

Account numbers cannot contain spaces or dashes.

Account numbers containing letters must be all in uppercase.

Payee name: TENAGA NASIONAL BERHAD

Account number: [Format](#)

2. Add a Payee via JomPAY

- (i) Log on to HSBC/HSBC Amanah Personal Internet Banking
- (ii) Select Pay Bills
- (iii) Add a Bill with JomPAY
- (iv) Enter TNB Biller Code and **TNB new biller account number** under Ref-1

The screenshot shows the 'Add Payee with JomPAY' interface. On the left is a navigation menu with options like 'Go to Global View', 'Apply for products', 'Retrieve Application', 'Accounts', 'Statements and Advices', and 'Pay Bills'. The 'Pay Bills' section is expanded, showing 'Pay Multiple Bills', 'Pay a Bill', 'Add Payee', and 'Pay a Bill with JomPAY'. The main area is titled 'Add Payee with JomPAY' and contains a 'Payee' section with the instruction: 'Biller Code and Reference Number can be obtained from the bills issued by the merchant.' Below this are three input fields: 'Biller Code:', 'Ref-1:', and 'Ref-2 (if applicable):'. The 'Ref-1:' field is highlighted with a red rectangular box.

The grace period to update your TNB biller account number is from **20 July 2016 – 19 October 2016**. After 19 October 2016, you will not be able to make TNB payments with the old account number (14-digit biller account number).