

Notice on the Change of HSBC Manual Payments Policy

After ongoing review and assessments, with effect from 01 January 2016, The HongKong and Shanghai Banking Corporation Limited, Offshore Banking Unit, Labuan will discontinue accepting the following modes of manual payments :

- Letter
- Fax instructions
- E-mail instructions

Manual Payments exposes you and HSBC to fraud risk, processing delays and may impact your experience with HSBC. This is part of our ongoing efforts to strengthen security and risk controls, while ensuring greater customer experience. Alternative payment methods such as Internet Banking (eg. HSBC*net*) are faster and more secure.

From 01 January 2016 onwards, all your future payment instructions shall be submitted via the following channel:

- HSBC*net* or any other electronic channels as may be communicated to you from time to time.

Benefits of using HSBC*net*

- Global internet banking tool to provide secure, real-time access to cash management services across multiple geographies
- Enhanced visibility and control with real time information and reporting capabilities
- Flexible reporting tools help you manage your cash flow and supply chain needs
- Protect against evolving threats and security concern with market leading internet security and fraud prevention measures

Frequently Asked Questions For Manual Payments Policy

1. Why is The Hong Kong and Shanghai Banking Corporation limited, Offshore Banking Unit, Labuan no longer processing Manual Payments?

We consider the following as Manual Payments:

- Payment instructions by letter
- Payment instructions sent by fax
- E-mail instructions

Manual Payments exposes you and the Bank to fraud risk, processing delays and may impact your experience with the Bank. Alternative payment methods such as Internet Banking (eg. HSBC*net*) are faster, and more secure.

2. Why can I no longer send a payment instruction by fax?

Fax Payment is not a secure payment method. Customers are encouraged to use a more secure payment method, such as our electronic channel i.e. HSBC*net*.

3. I have exceeded my online payment limit. What should I do?

- HSBC*net* can offer higher daily limit under dual authorisation
- Please contact our HSBC*net* Helpdesk at 1300 88 1018 if you need help to set up HSBC*net*

4. What is the benefit in making payments through e-channels (i.e. HSBC*net*)?

- **Strengthen Security** Our electronic channels have in built security features to safeguard your transactions.
- **Time and Cost Saving** You can submit payment instructions at your convenience. Anytime. Anywhere.

For enquiries on HSBC*net*, please contact our HSBC*net* Helpdesk at **1300 88 1018** for local number or **603-83123696** for international number.

For general enquiries, please contact our Offshore Banking Unit, Labuan at **087-599090**.

