

## **Update of Payee's Information for Future and Recurring Telegraphic Transfer "TT"**

Date: 12 November 2024

Dear Valued Customers,

We are rolling out a system update to comply with regulatory requirements wherein the beneficiary address saved in legacy and unstructured format needs to be updated in a new format. If you've set up any future and recurring Telegraphic Transfer "TT" instructions, an update to the payee's information is required to ensure your payment instructions continue to work as intended.

Currently, beneficiary address for future and recurring payments is captured and stored in unstructured format in separate lines with no specific fields for Town, Building Number, Building Name, Street Name, Postal Code, State and Country which is required under the new format. For details on the TT ISO20022 industry change, please see our Telegraphic Transfer [FAQ](#).

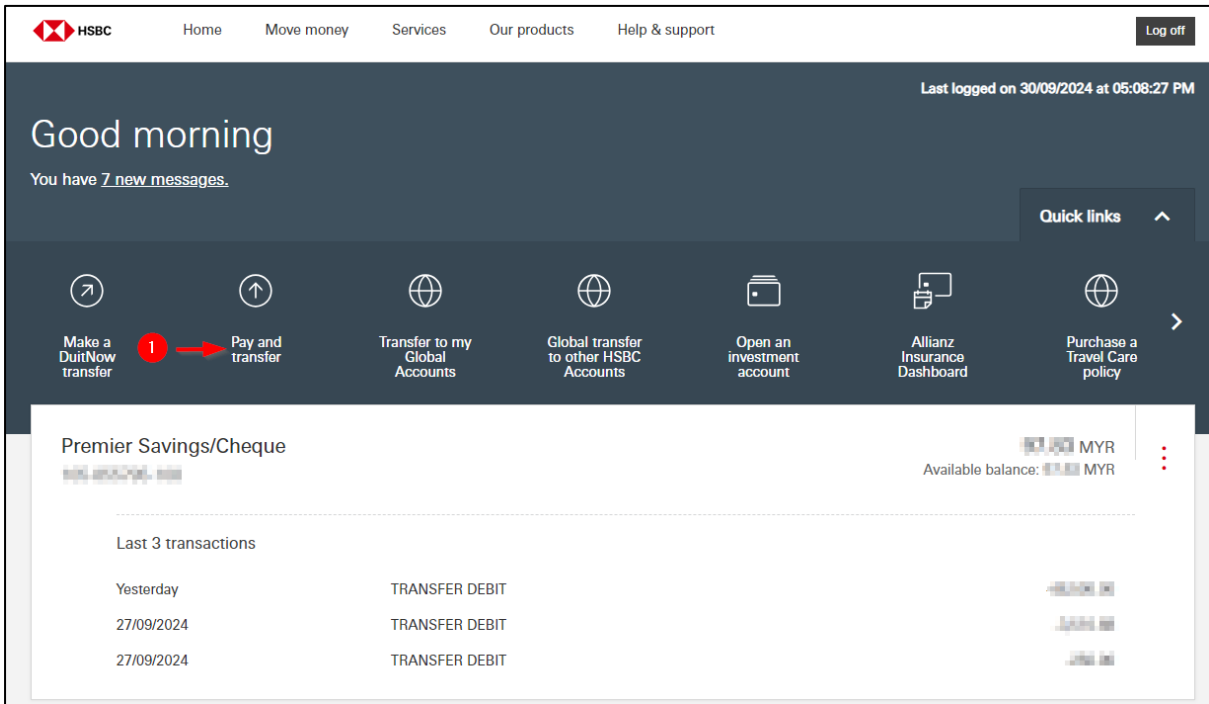
### **What happens if you don't update?**

Your future dated and recurring transactions will continue to work until 31-Dec-2025 only. Post this date, your future dated, and recurring payments would not be processed automatically until you migrate your payee's information as per the step-by-step process shown below.

### **Action Required:**

Please follow the steps below to update the payee's information in the future dated or recurring TT instructions via HSBC Online Banking:

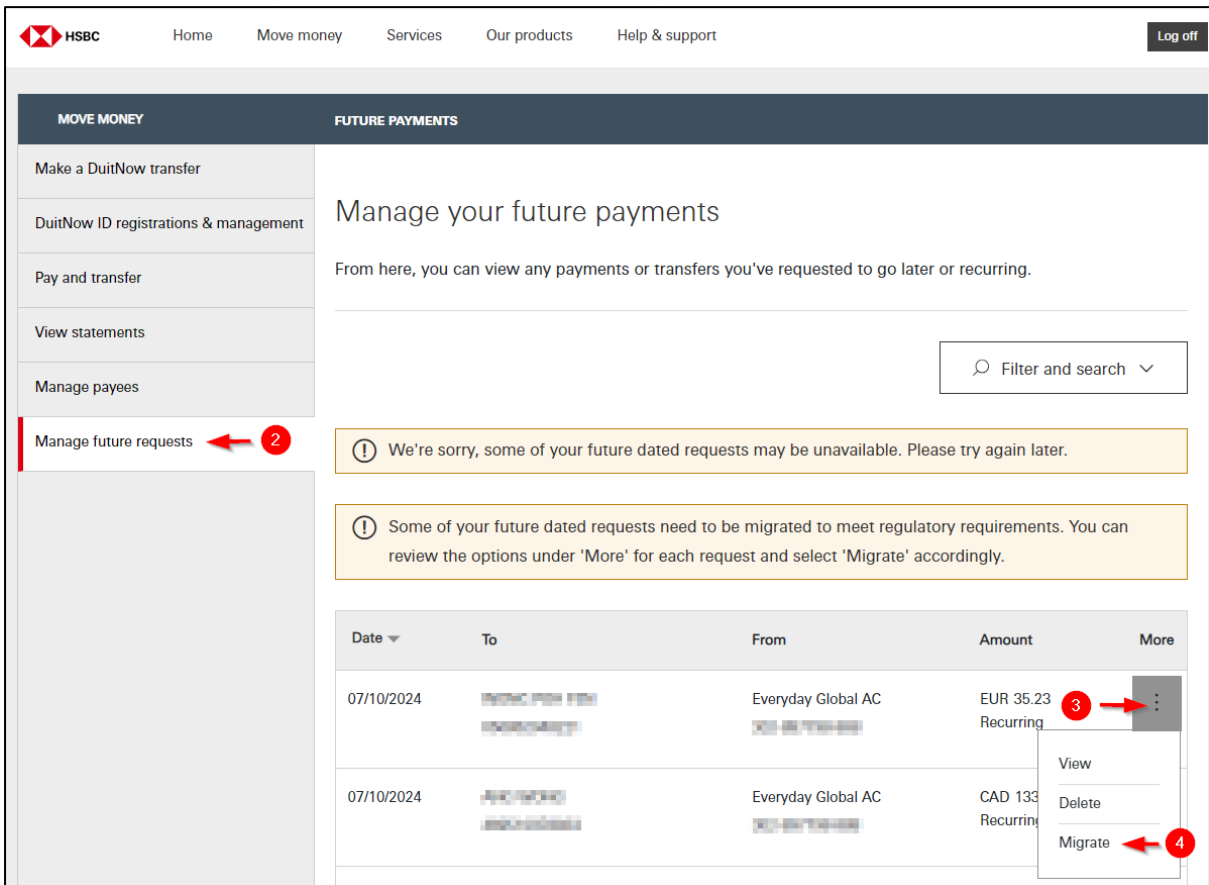
**Step-1:** Log on to online banking, you will see a landing page similar to below image. Click 'Pay and transfer'



**Step-2:** Select 'Manage future requests'

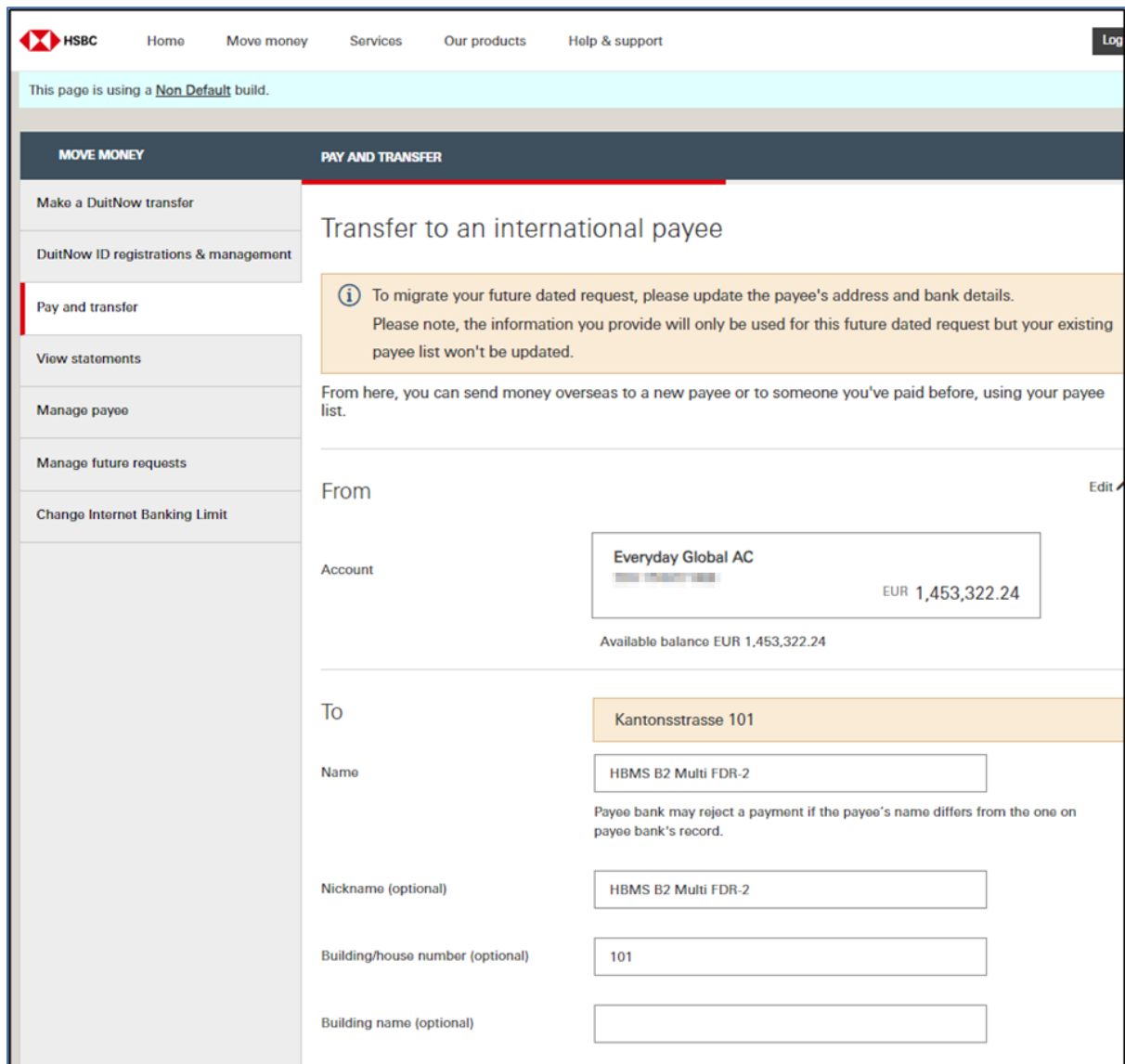
**Step-3:** Once the page loads, click on the 3 vertical dots under the More menu

**Step-4:** Select 'Migrate' for the corresponding beneficiary



**Step-5:** You will then see a page like shown below where you need to update the beneficiary's details. Some information will be pre-populated for your convenience. You need to fill all the mandatory fields and click 'Continue'. Considering page is very long, we have split the page into 4 parts, so the fields are legible.

(1/4 part of the Payment page)



The screenshot shows the HSBC web interface for transferring money to an international payee. The page is titled "Transfer to an international payee" and is part of the "PAY AND TRANSFER" section. A navigation menu on the left includes options like "Make a DuitNow transfer", "DuitNow ID registrations & management", "Pay and transfer", "View statements", "Manage payee", "Manage future requests", and "Change Internet Banking Limit". The main content area features a warning message about migrating future dated requests, followed by instructions on how to use the payee list. The "From" section shows the account "Everyday Global AC" with a balance of EUR 1,453,322.24. The "To" section includes fields for the payee's name, nickname, building/house number, and building name, with "Kantonsstrasse 101" and "HBMS B2 Multi FDR-2" pre-filled.

HSBC Home Move money Services Our products Help & support Log

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**MOVE MONEY** **PAY AND TRANSFER**

Make a DuitNow transfer

DuitNow ID registrations & management

Pay and transfer

View statements

Manage payee

Manage future requests

Change Internet Banking Limit

### Transfer to an international payee

**i** To migrate your future dated request, please update the payee's address and bank details. Please note, the information you provide will only be used for this future dated request but your existing payee list won't be updated.

From here, you can send money overseas to a new payee or to someone you've paid before, using your payee list.

**From** Edit

Account **Everyday Global AC** EUR 1,453,322.24

Available balance EUR 1,453,322.24

**To**

Name **Kantonsstrasse 101**

HBMS B2 Multi FDR-2

Payee bank may reject a payment if the payee's name differs from the one on payee bank's record.

Nickname (optional) HBMS B2 Multi FDR-2






Building/house number (optional) 101

Building name (optional)


(2/4 part of the Payment page)

Street name (optional)	<input type="text" value="Kantonsstrasse"/>
Postal code (optional)	<input type="text" value="7106"/>
Town	<input type="text" value="Tasch"/>
State/province (optional)	<input type="text"/>
Country/territory	<input type="text" value="Switzerland"/>
Is the payee an individual?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Payee country/territory of residence	<input checked="" type="radio"/> Malaysia <input type="radio"/> Other
Relationship with payee	<input type="text" value="Parents"/>
<hr/>	
Bank details	<input type="text" value="CH/POSTFINANCE AG"/>
Account/IBAN	<input type="text" value="CH5*****"/>
Country/territory	SWITZERLAND
Bank code	POFICHBEXXX
Bank name and address	POSTFINANCE AG MINGERSTRASSE 20 BERN 3030 CH

(3/4 part of the Payment page)


Details					
	<table><thead><tr><th>You send</th><th>They receive</th></tr></thead><tbody><tr><td>EUR 5.66</td><td>CHF 5.26</td></tr></tbody></table>	You send	They receive	EUR 5.66	CHF 5.26
You send	They receive				
EUR 5.66	CHF 5.26				
Amount					
Rate	<b>EUR 1.00</b>  <b>CHF 0.929329</b> <small>This is an indicative rate which is subject to change. Your exchange rate will be confirmed at the next step.</small>				
Fees	<input type="text" value="You'll pay all fees"/>  <small>You'll pay all charges for this payment. This includes our charges and charges by the intermediary bank and/or payee bank. We're unable to advise you the payee bank's charges as they're not within our control. These charges may be deducted from your account after the payment date.</small>				
Purpose of transfer	<input type="text" value="PERSONAL GOODS AND SERVICES"/> 				
Purpose of transfer (continued)	<input type="text" value="Goods (for payment less than RM200,000 only)"/> 				
Payee reference	<input type="text" value="payee ref"/> <small>This reference will appear on your payee's statements and transaction history.</small>				
Reference	<input type="text" value="ref"/> <small>Your reference will appear on your statements and transaction history.</small>				
Recurring	<input type="radio"/> No <input checked="" type="radio"/> Yes				
Frequency	<input type="text" value="Monthly"/> 				

(4/4 part of the Payment page –)

Date	<input type="text" value="DD/MM/YYYY"/>						
	<small>This is the start date for a recurring transfer. Your first transfer will be taken on the next working day.</small>						
Final transfer	<input checked="" type="radio"/> Number of transfers <input type="radio"/> Final date						
Number of transfers	<input type="text"/>						
Final amount	<input type="text" value="EUR"/>						
	<small>Please complete if your final amount differs.</small>						
<hr/>							
<b>Additional security required - New</b>							
	<table><tr><td><b>Step 1</b></td><td><b>Step 2 - New</b></td><td><b>Step 3</b></td></tr><tr><td>Open the HSBC Malaysia Mobile Banking app, select Generate security code then select Transaction verification code.</td><td>To generate a security code, enter the transaction verification number on your device with the last 4 digits (numbers only) of the account/IBAN. Followed by the transfer amount (last entered) including cent. For example, if transferring RM245.00 to account/IBAN 01234567890, please enter 789024500.</td><td>Enter the 6-digit security code shown on your Mobile Secure Key.</td></tr></table>	<b>Step 1</b>	<b>Step 2 - New</b>	<b>Step 3</b>	Open the HSBC Malaysia Mobile Banking app, select Generate security code then select Transaction verification code.	To generate a security code, enter the transaction verification number on your device with the last 4 digits (numbers only) of the account/IBAN. Followed by the transfer amount (last entered) including cent. For example, if transferring RM245.00 to account/IBAN 01234567890, please enter 789024500.	Enter the 6-digit security code shown on your Mobile Secure Key.
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Security code	<input type="text"/>						

**Step-6:** A page similar to below will appear, please review the information filled in by you. Once you are good with the data, please click on Confirm.

(1/2 part of the Review page)

 [Home](#) [Move money](#) [Services](#) [Our products](#) [Help & support](#) [Log off](#)

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**MOVE MONEY** **PAY AND TRANSFER**

[Make a DuitNow transfer](#)  
[DuitNow ID registrations & management](#)  
[Pay and transfer](#)  
[View statements](#)  
[Manage payee](#)  
[Manage future requests](#)  
[Change Internet Banking Limit](#)

## Review

Please check these details carefully before continuing.

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**From**

Account **Everyday Global AC**

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**To** [Edit](#)

Name	HBMS B2 Multi FDR-2
Nickname	HBMS B2 Multi FDR-2
Building/house number	101
Street name	Kantonsstrasse
Postal code	7106
Town	Tasch
Country/territory	Switzerland
Is the payee an individual?	Yes
Payee country/territory of residence	Malaysia
Relationship with payee	Parents

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**Bank details**

Account/IBAN	[REDACTED]
Country/territory	SWITZERLAND
Bank code	POFICHBEXX
Bank name and address	POSTFINANCE AG MINGERSTRASSE 20 BERN 3030 CH

(2/2 part of the Review page)

### Details Edit

Amount	EUR 5.66
Rate	The prevailing exchange rate on the date of your transfers will be applied.
Fees	You'll pay all fees
Purpose of transfer	PERSONAL GOODS AND SERVICES
Purpose of transfer (continued)	Goods (for payment less than RM200,000 only)
Payee reference	payee ref
Reference	ref
Recurring	Yes
Frequency	Monthly
Date	23/08/2024
Last transfer	Number of transfers
Number of transfers	3

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### Important information

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a non-working day, it will be processed the next working day.

For cash advance online, the standard Cash Advance fees apply. For details, please refer to our [Tariff and Charges](#).

Please check your payee's information carefully before making a transfer. We don't use or verify the payee's name while processing the transfer. If any of the information provided is incorrect, you might pay someone else by mistake and may not get your money back. If you do not know the payee or have been asked to make a transfer urgently, it could be a scam.

Cancel Confirm

If you need further help, you may call the numbers listed on our [public website](#).

Thank you for choosing HSBC. It's always a pleasure to serve you.

Issued by: HSBC Malaysia Berhad & HSBC Amanah Malaysia Berhad