

11 March 2020

**HSBC enhanced its international transfers and investments**

*New features are bringing more convenience and flexibility to HSBC Premier, Advance and Everyday Global Account customers who travel often and have loved ones abroad*

As technology continues to bridge the borders between countries, many Malaysians and families have investments overseas, children studying abroad and a love for travel. For these customers, HSBC has introduced exclusive new features designed to ease the management and transfer of money internationally.

HSBC has recently enhanced the Global Transfer feature that allows instant transfers to any HSBC individual account in 18 countries across the world via internet banking, which means that once a customer makes a transfer, the payee's account in the other country will receive the funds within a few seconds.<sup>1</sup> This service is free for HSBC Premier customers and available at a low fee for HSBC Advance customers. On top of that, the Bank offers live foreign exchange rates and extended trading hours via its internet banking platform which allows customers to take advantage of their preferred rates and take care of their loved ones whenever they need, wherever they are.

“At HSBC, we always aspire to help our customers and their families to thrive and focus on things that make their lives fuller. To that end, we are always enhancing our products and services to make International Banking a much more seamless and simple process for our customers,” said Tara Latini, Head of Wealth and Personal Banking, HSBC Malaysia.

“When designing new products and services, we listen to our customers and understand what features would meet their needs. Our customers tell us that they thrive when those closest to them do.” she added.

HSBC has recently introduced the Everyday Global Account (EGA), an everyday transactional account with multi-currency capabilities supporting eight major foreign currencies in one account. Customers enjoy convenient access to their currencies with the HSBC Everyday Global Visa Debit Card. In addition, customers can also save on foreign currency exchange by transacting with ease in Ringgit Malaysia as well as directly in any of the eight different foreign currencies: United States Dollar (USD), Canadian Dollar (CAD), Great Britain Pound Sterling (GBP), Hong Kong Dollar (HKD), Australian Dollar (AUD), New Zealand Dollar (NZD), Singapore Dollar (SGD) and Euro (EUR)<sup>2</sup>. In addition to the enhanced proposition introduced last year, Premier customers also enjoy zero cash withdrawal fees across HSBC's Global ATM Network throughout the World. As part of HSBC's continuous effort in strengthening its digital journeys, its customers will have a bird-eye view on all of their accounts, including EGA, in Global View and transfers in real-time with Global Transfer via online banking.

Tara Latini further remarked that, “with the launch of the enhanced global transfer feature and EGA, HSBC continues to build on its strength in our international network. Our foreign customer base has grown by 13% year on year on our retail banking front. We have seen strong growth from expatriates moving to Malaysia. At the same time, demands from Malaysians opening accounts overseas growth by 44% year on year with United Kingdom (UK) being one of the most popular countries among HSBC international network. Our top corridors comprise mainly the key education destinations and Malaysia My Second Home

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<sup>1</sup> The transfer is instant during supporting hours from 9.30am to 3.00pm. Outside of supporting hours, the transaction will be processed on the next business day

<sup>2</sup> Japanese Yen (JPY) will be made available from 16 March 2020 onwards

Programme i.e., Singapore, UK, Hong Kong, China and Australia. On top of our strong international capabilities, we also offer a vast variety of foreign currency investment instruments such as Bond/Sukuk, Structured Investments, Mutual Funds, Dual Currency Investment and more at HSBC.”

To learn more about:

- i. HSBC Global Transfer, visit <https://www.hsbc.com.my/investments/products/foreign-exchange/>.
- ii. HSBC Premier, visit <https://www.hsbc.com.my/premier/>.
- iii. HSBC Everyday Global Account, visit [www.hsbc.com.my/ega](http://www.hsbc.com.my/ega).

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**Notes to Editor:**

**HSBC Bank Malaysia Berhad**

HSBC's presence in Malaysia dates back to 1884 when the Hongkong and Shanghai Banking Corporation Limited established its first office in the country on the island of Penang, with the permission to issue currency notes. HSBC Bank Malaysia Berhad was locally incorporated in 1984 and is a wholly-owned subsidiary of The Hongkong and Shanghai Banking Corporation Limited, founding member of the HSBC Group. In 2007, HSBC Bank Malaysia was the first foreign bank to be awarded an Islamic banking subsidiary licence in Malaysia, namely HSBC Amanah Malaysia Berhad. Today, HSBC Bank Malaysia has a network of 67 branches nationwide, of which 26 are HSBC Amanah Malaysia Berhad branches. HSBC Bank Malaysia offers a comprehensive range of banking and financial services including Islamic financial solutions. HSBC Bank Malaysia has also led innovation in Malaysia by introducing Malaysia's first ATM and Electronic Touch Banking in the early 1980s. Today, HSBC Bank Malaysia has launched innovative solutions such as HSBCnet for secure banking for businesses, Trade Transaction Tracker and Facial Recognition.

**The Hongkong and Shanghai Banking Corporation Limited**

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 64 countries and territories in our geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,715bn at 31 December 2019, HSBC is one of the world's largest banking and financial services organisations.

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