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HSBC Malaysia's 2020 Digital Innovation Highlights

As one of the country's leading banks with cutting edge digital capabilities, HSBC Malaysia has achieved numerous digital innovation milestones in 2020. Below are some of HSBC Malaysia's digital innovation highlights:

For individuals

- First bank to launch 24/7 Digital Account Opening
- 24/7 Unit Trust Browser with Powerful Funds Research Functions
- Remote Engagement Services
- Mobile Secure Key for an Inclusive and Seamless Banking Experience
- Voice ID
- International Transfers and Investments
- AI Powered US Equity 5 Index

For businesses

- First bank to launch Omni Channel
- Launch of Auto Account Registration and Account Opening
- Live Sign
- Mobile Authentication
- Virtual Card
- MoU with Malaysia Digital Economy Corporation (MDEC) to enhance the adoption of technology among SMEs, large local corporates and MNCs
- Co-creation and Partnership with key businesses and organisations
- HSBC Business Resilience Series webinar
- HSBC Illuminate Series webinar

Andrew Sill, Country Head of Commercial Banking, HSBC Malaysia said: "This year we have witnessed landmark partnerships and co-creation collaborations between HSBC and key Malaysian businesses. We continue to invest substantially in the simplification of our processes and the digitisation of our solutions to benefit our customers; and organise regular digital engagement initiatives as part of our continuous effort to keep our customers abreast of the latest digital insights that would help their businesses thrive during this time."

Tara Latini, Country Head of Wealth and Personal Banking, HSBC Malaysia said: "This year has been a challenging year for many individuals, and this has pushed us to re-look at the way we reach out to our individual customers. Our continuous effort in enhancing our digital innovations is timely to provide an even more convenient banking experience and serve the evolving needs of our customers. We will ride on the momentum of our digital initiatives in 2020 and continue to work towards our vision of becoming the bank in our customers' pocket 24/7."

The digital innovations and initiatives by HSBC Malaysia also received recognition and accolades including the 'Best Service Provider, Cash Management (Malaysia)' award and the 'Best Payments & Collections Solution' award by The Asset Triple A Treasury, Trade, Supply Chain and Risk Management Awards 2020; the 'Online Services (Banking)' award and the 'Information Management (Banking)' award by Malaysia

HSBC Bank Malaysia Berhad

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Technology Excellence Awards 2020; as well as the 'Best International Bank, Malaysia' award by Asiamoney Best Bank Awards 2020 and the 'Best International Bank, Malaysia' award by Finance Asia Country Awards 2020.

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Note to editors:

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 Malaysia has a network of 67 branches nationwide, of which 26 are HSBC Amanah Malaysia Berhad branches. HSBC Malaysia offers a comprehensive range of banking and financial services including Islamic financial solutions. HSBC Malaysia has also led innovation in Malaysia by introducing Malaysia's first ATM and Electronic Touch Banking in the early 1980s. Today, HSBC Malaysia has launched innovative solutions such as HSBCnet for secure banking for businesses, Trade Transaction Tracker and Facial Recognition on supported mobile phones.

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 its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of \$2,956bn at 30 September 2020, HSBC is one of the world's largest banking and financial services organisations.

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