

## e-Statements Frequently Asked Questions

### 1. Q: What is an e-Statement?

**A:** An e-Statement is an electronic version of the paper account statement which summarises all financial transactions over a period of time. The e-Statement is available in PDF format.

### 2. Q: Why is HSBC/HSBC Amanah promoting e-Statements?

**A:** Because HSBC/HSBC Amanah is committed to lead the way in eco-responsibility and environment conservation. Did you know that more than 50,000 trees are cut down each year to produce paper account statements in Malaysia? That's about 20 football fields!

### 3. Q: Which HSBC/ HSBC Amanah accounts are e-Statements available for?

**A:** The following Banking and credit card accounts are available with e-Statements today:

	<b>HSBC Bank</b>	<b>HSBC Amanah</b>
PFS	Premier	Premier-i
	Advance (previously known as PowerVantage)	Advance-i (Previously known as Smart Account-i)
	Top Rate Statement Savings	Amanah Statement Savings-i
	Basic Savings Account	Basic Savings Account – i
	Current Account	Amanah Current Account-i
	Basic Current Account	Basic Amanah Current Account-i
	All Credit Cards	All Credit Cards-i
CMB	Business Vantage	Business Vantage-i

**4. Q: How can I register for e-Statements?**

**A:** You will need to be a registered HSBC / HSBC Amanah Internet Banking customer. Subsequently, log on to Internet Banking and click on “Statements” on the left hand navigation menu and select “Request Banking Statement” or “Request Credit Card Statement”. Then select “I would like to receive e-Statements” and confirm. It’s that simple. If you have not selected the relevant account to be displayed in Internet Banking, you will first need to perform the selection of the account to allow the details of the account to be displayed on Internet Banking for e-Statements to be generated for that account.

**5. Q: I would like to register for internet banking and/or e-Statements. Is there any information online that I can refer to?**

**A:** Go to [www.hsbc.com.my](http://www.hsbc.com.my) or [www.hsbcamanah.com.my](http://www.hsbcamanah.com.my) and click on “Internet Banking Demo” link on the top right hand corner of the webpage. A demonstration on the features and use of internet banking will start. If you are not yet an Internet Banking customer, please click on “Registration Process” to learn how to sign up for Internet Banking.

**6. Q: Upon successful registration for e-Statements, when will the e-Statements be available for viewing?**

**A: Banking e-Statements:** Upon successful registration, the next banking e-Statement will be ready for you to view/ download the following day  
**Credit Card e-Statements:** Upon successful registration, the next credit card e-Statement will be ready for you to view/ download after your next billing cycle.

**7. Q: How do I view my e-Statements? Are my e-Statements sent to my external email addresses like Yahoo mail or Gmail?**

**A:** No. For security reasons, your e-Statements will NOT be delivered to your external email address. Instead, e-Statements can be viewed via your Internet Banking account. Click the "Download Credit Card e-Statement" and/or “Download Banking e-Statement“ from the left navigation menu inside Internet Banking

**8. Q: How do I know when my e-Statements are ready for downloading?**

**A:** You will receive a notification in your Internet Banking message box. For Credit Card e-Statement customers, an SMS notification will be also sent to your mobile phone when your e-Statement is ready for downloading from HSBC/ HSBC Amanah Internet Banking.

**9. Q: Do my e-Statements get archived and for how long?**

**A: Banking e-Statements:** Your banking e-Statements will continue to be stored up to a total of the past 15 statements starting from the month you register for e-Statements.

**Credit Card e-Statements:** Your credit card e-Statements will be stored up to a total of the past 15 statements starting from the month you register for e-Statements.

**10. Q: Once I have registered for e-Statements, will I receive paper statements from the Bank?**

**A:** No, once you register for e-Statements, you will no longer receive paper statements.

**11..Q: Will there be a change to the frequency and dates on which I receive my monthly Banking and/or Credit Card / Credit Card-i statements?**

**A:** Except for Top Rate Statement Savings and Amanah Statement Savings-i accounts where the statements will change from quarterly to half-yearly, there will not be a change to the frequency and dates of your banking statements or credit card billing cycles. of. As an alternative, you will be able to view the past 60-days transactions on your accounts anytime, anywhere, plus enjoy many other convenient features in Internet Banking.

**12. Q: I have registered for e-Statements, but although my statement date/ billing cycle has passed, I have not received my e-Statement. What do I do?**

**A:** You may contact our Telebankers at the following numbers to notify us that you have not received your e-Statement:

General	1300-88-1388 (local), or +603-83215400 (overseas)
Premier	1300-88-9393 (local), or +603-83215208 (overseas)
Platinum	1800-88-7088 (local), or +603-83215201 (overseas)
Amanah General	1300-80-2626 (local), or +603-83215200 (overseas)
Amanah Platinum	1300-80-2255 (local), or +603-83215500 (overseas)

**13. Q: I have de-registered e-Statements and opted back for paper statements, but although my statement date/ billing cycle has passed, I have not received my paper statement. What do I do?**

**A:** You may contact our Telebankers at the following numbers to notify us that you have not received your paper statement:

General	1300-88-1388 (local), or +603-83215400 (overseas)
Premier	1300-88-9393 (local), or +603-83215208 (overseas)
Platinum	1800-88-7088 (local), or +603-83215201 (overseas)
Amanah General	1300-80-2626 (local), or +603-83215200 (overseas)
Amanah Platinum	1300-80-2255 (local), or +603-83215500 (overseas)

**14. Q: Can I deregister for e-Statements and change back to paper statements at any time?**

**A:** Yes you can. Just log into HSBC's/ HSBC Amanah's Internet Banking, click on "Statements" on the left hand navigation menu and select "Request Banking Statement" or "Request Credit Card/Credit Card-i Statement". Then select "I would like to receive paper statements only" and confirm.

**15. Q: I'm an e-Statement registered customer but I would like an ad hoc paper statement. How do I obtain one?**

**A:** You may contact our Telebankers at the following numbers to request for an ad hoc paper statement. Please refer to HSBC's/ HSBC Amanah's Tariff and Charges on [www.hsbc.com.my](http://www.hsbc.com.my) or [www.hsbcamanah.com.my](http://www.hsbcamanah.com.my) for the applicable fees.

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Platinum	1800-88-7088 (local), or +603-83215201 (overseas)
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**16. Q: I registered for HSBC Internet Banking long ago but I haven't registered for e-Statement yet and am currently still receiving paper statements for my credit card and/ or banking joint accounts. Will this change?**

**A:** While you are currently receiving paper statements for your credit card and/or banking account(s), effective from **18 July 2010**, your paper statements will be replaced with e-Statements. Should you wish to revert back to paper statements, just log into HSBC's/ HSBC Amanah's Internet Banking, click on "Statements" on the left hand navigation menu and select "Request Banking Statement" or "Request Credit Card/Credit Card-i Statement". Then select "I would like to receive paper statements only" and confirm.