



HSBC Amanah Everyday Global Visa Debit Card-i USER GUIDE

Create PIN

Create PIN now and start using your debit card-i today. The debit card-i is issued inactive for security purposes. Please ensure your mobile number is registered with us to enable this process.

To create PIN for your HSBC Amanah Everyday Global Visa Debit Card-i, follow the steps below.

STEP 1

Call us at **+603 8321 8999**, our 24 hours Card Hotline.



STEP 2

Select "2" for **Debit Card PIN**.



STEP 3

Enter your **16-digit** of the Debit Card number.



STEP 4

A **One-Time 6-digit security code** will be sent to your registered Mobile Number.



STEP 5

Enter the **6-digit security code** to complete your PIN creation. You can start using the card upon receiving a confirmation SMS.



The Importance of PIN

PIN (Personal Identification Number) is a 6-digit password of your choice that will be used to authorise transactions. With the new PIN-enabled Debit Card-i, your security is enhanced as your 6-digit PIN will be required for ATM cash withdrawals and retail transactions at PIN-enabled terminals.

Debit Card-i Daily Transaction Limit

The following are the respective default daily purchase limit and ATM cash withdrawal limit of your HSBC Amanah Everyday Global Visa Debit Card-i. Should you choose to increase or decrease the daily purchase limit and ATM cash withdrawal limit for your HSBC Amanah Everyday Global Visa Debit Card-i, please contact HSBC call centre or visit any of our HSBC/HSBC Amanah branches.

Debit Card-i Type	Daily Purchase Limit (RM)		Daily ATM Cash Withdrawal Limit (RM)	Daily ATM Instant Transfer Limit (RM)	Daily ATM IBG Limit (RM)	Daily ATM JomPAY Limit (RM)
	By Default	Option To Increase To				
HSBC Amanah Premier Everyday Global VISA Debit Card-i		50,000				
HSBC Amanah Advance Everyday Global VISA Debit Card-i	3,000	20,000	5,000	30,000	5,000	5,000
HSBC Amanah Everyday Global VISA Debit Card-i		20,000				

Overseas Transactions

The debit card is disabled by default from making any ATM cash withdrawal and purchase transaction as it may be exposed to higher risk of fraud. You may activate the feature by visiting any HSBC/HSBC Amanah branch and/or contacting HSBC call centre. Upon activation, you can use the debit card-i for ATM cash withdrawal internationally via HSBC ATMs and any ATMs under VISA network, subject to the applicable fees.

You need to confirm on the currency when making overseas transaction to ensure that the transaction amount is debited from the desired currency credit balances. For example, if you choose Dynamic Currency Conversion (DCC), the transaction amount will be debited from MYR credit balances despite you have sufficient fund in the supported foreign currencies and will be subject to conversion at the prevailing exchange rate as determined by VISA International, in addition to applicable fees and charges. The transaction will be declined if there is insufficient fund in the MYR credit balances.

For the ATM cash withdrawal fees and charges details, please [CLICK HERE](#).

Card-Not-Present Transactions

If you wish to make Card -Not-Present (CNP) transactions (including CNP non-3D secure online purchase transactions (i.e. without One-Time Password (OTP) or the correct OTP), standing instructions, mail order and telephone order, you may activate the feature by visiting any HSBC/HSBC Amanah branch or contacting HSBC call centre. By default, your debit card-i is disabled from making any CNP non-3D secure transactions to mitigate risk of fraud.

Using your HSBC Amanah Everyday Global Visa Debit Card-i



Payment platform

Your HSBC Amanah Everyday Global Visa Debit Card-i supports two (2) Debit Card brands – MyDebit, which only applies within Malaysia and Singapore, and Visa, which allows both overseas and local transactions.



Withdrawing cash at domestic and overseas ATMs

You can use the debit card-i for ATM cash withdrawals domestically via HSBC/HSBC Amanah ATM and MEPS, as well as internationally via VISA networks if you have activated the overseas transactions feature. You may set the defaulted daily cash withdrawal limit of RM5,000 based on your lifestyle and preferences. Please choose 'savings account' when making cash withdrawal at overseas ATM for Everyday Global Account-i. Fees and charges may apply. Please visit www.hsbcamanah.com.my for more information..



Withdrawing cash at the participating merchant's point-of-sale terminals

You can now withdraw cash domestically at the participating merchant's point-of-sale terminals that display the MyDebit Cash Out logo or Visa Cash Out decal when making payments for your purchases with HSBC Amanah Everyday Global Visa Debit Card-i. There is a daily default combined maximum cash withdrawal limit of RM1,000 for MyDebit Cash Out and VISA Cash Out transaction (capped at a maximum RM500 for each MyDebit Cash Out and VISA Cash Out transaction) and this is part of your Daily Purchase Limit. You have the option to reduce the limit or to turn it off completely by visiting any HSBC/HSBC Amanah branch or contacting HSBC call centre..



SMS alerts

Receive fast and accurate SMS Alerts on your HSBC Amanah Everyday Global Visa Debit Card-i transactions to help you monitor your account activity and safeguard yourself against unauthorised transactions. If you wish to receive the SMS Alerts for purchase and/or cash withdrawals transactions exceeding a certain threshold amount or to deactivate the SMS Alerts, please contact HSBC Call Centre or visit local HSBC/HSBC Amanah branch for assistance. Please note that your HSBC Amanah Everyday Global Debit Card-i may be at risk of fraud without your HSBC Amanah Everyday Global Debit Card-i receive any SMS alerts.



Reporting incorrect transactions and disputes

If you suspect any unauthorised activity on your HSBC Amanah Everyday Global Visa Debit Card-i, you must contact HSBC Call Centre immediately, which is available 24 hours a day, 7 days a week. To dispute a transaction, you must report the transaction within 60 days from the dispute date and we will investigate it. For more information, go to www.hsbcamanah.com.my/dispute



Replacing an HSBC Amanah Everyday Global Visa Debit Card-i

Contact HSBC Call Centre immediately if your HSBC Amanah Everyday Global Visa Debit Card-i is lost, stolen, unauthorised transactions had occurred or the PIN may have been compromised. The reported card will be cancelled by us and a new card will be issued to you at your local HSBC/HSBC Amanah branch.

Replacing Card	In Malaysia	When Overseas
HSBC Amanah Everyday Global Visa Debit Card-i	1300 88 2626	+603 8321 5200
HSBC Amanah Advance Everyday Global Visa Debit Card-i		
HSBC Amanah Premier Everyday Global Visa Debit Card-i	1300 88 9393	+603 8321 5208

Cardholders' Responsibilities

✓ DO

- Abide by the terms and conditions for the use of debit card-i.
- Notify HSBC Amanah immediately for any lost or stolen cards.
- Notify HSBC/HSBC Amanah immediately if you receive SMS transactions alerts on any unauthorised transactions.
- Notify the card issuer immediately of any changes in the cardholder's contact number.
- Keep your debit card in a secured place.
- Use the debit card-i responsibly, including not using the debit card-i for unlawful activity.
- Remember to retrieve your debit card-i after performing transactions at any self-service machines e.g. ATM, self-service petrol pump stations and any retail outlets.
- Check the account statement and report any discrepancy without undue delay.

✗ DON'T

- Leave your debit card-i unattended.
- Respond to any unauthorised person on your debit card-i details via SMS, phone calls or emails.
- Attend to any unusual calls especially from some one claimed to be a HSBC or Bank Negara officer as such.
- Disclose your debit card-i details or PIN to third party.
- Write PIN details on your debit card-i or keep your PIN details near your debit card-i.
- Use an easily identified numbers as your PIN e.g. IC / license numbers, telephone numbers or birth date.
- Allow third party to use your debit card-i and PIN for any reason.

Terms and Conditions

The Debit Card-i Terms and Conditions are in the Generic Terms and Conditions which is part of the Universal Terms and Conditions. All cardholders are to abide by the terms and conditions for the use of HSBC Amanah Visa Debit Card-i.

Please refer to the Universal Terms and Conditions at www.hsbcamanah.com.my



HSBC Amanah Malaysia Berhad 200801006421 (807705-X)