

Authorisation of Representative to Operate Banking Account

Date: 10/02/2021

Dear Valued Customers,

We would like to inform you that effective 25 February 2021, customers may authorise a third party to operate banking accounts over-the-counter on their behalf for a duration of up to six months, subject to the following requirements. This service is applicable to individual customers (who are senior citizen or physically impaired) only.

Services available to the authorised person:

1. Balance enquiry for Saving accounts, Current accounts and Time/Term Deposit/-i accounts;
2. Time/Term Deposit/-i renewal & upliftment;
3. Passbook updating;
4. Funds transfer
 - a. Own account within HSBC / HSBC Amanah Malaysia only
 - b. Directly to the hospital/ clinic/ insurance or takaful / school or university or college
5. Cash withdrawal (up to 3 times in a month and capped at total MYR3,000.00 per month)
6. Bank statement request

Please follow these steps to submit a request to us.

Individual customer (Sole account only)

1. Complete the [Letter of Authorization of Representative to Operate Banking Account form](#)
2. Submit the completed form with supporting documents to any HSBC/ HSBC Amanah branch.
3. Both the account holder and the authorised person must be present at branch for identity verification.
4. Application is subject to approval by HSBC Bank Malaysia Berhad / HSBC Amanah Malaysia Berhad.

Documents required:

- NRIC / Passport of account holder.
- NRIC / Passport of authorise person.
- Medical certificate on customer's health conditions.
- Documentary evidence of medical bill, insurance/takaful or education (if applicable)

Retail Business Banking (RBB)

A mandate for accounts of a Sole Proprietorship or Board Resolution for Limited Company or Board Resolution for Partnership are required for any nomination or change of authorised person for any entity type of customers.

Copies of the template mandate of accounts or Board Resolution can be obtained from [here](#) or any of HSBC Bank Malaysia Berhad / HSBC Amanah Malaysia Berhad.