

Update of Payee's Information in Future and Recurring Telegraphic Transfer "TT"

13-Jan-2025

Dear Valued Customers,

In conjunction with the regulatory and payment industry transition to ISO 20020 payment data standards, existing Telegraphic Transfer payment data that were saved in legacy and unstructured format ought to be updated to comply with ISO 20020 standards. As such, if you've set up any future and recurring Telegraphic Transfer "TT" instructions, an update to the payee's information in the instructions is required to ensure your payment instructions continue to work as intended.

What happens if you don't update?

Your future dated and recurring transactions will continue to work until **31-Mar-2025** only. Post this date, your future dated, and recurring payments would not be processed automatically until you migrate your payee's information as per the step-by-step process shown below.


Background of this change:

- Currently, beneficiary address in future and recurring payments is captured and stored in unstructured format in separate lines with no separate fields for Town, Building Number, Building Name, Street Name, Postal Code, State and Country
- As per the regulatory mandates, post Nov'2025, Transactions cannot be sent with beneficiary's address in unstructured format and any such payments sent will be rejected.
- To comply with this new requirement, we have enhanced the HSBC Online Banking front end to allow you to migrate the existing future dated payment to the new ISO 20020 standard.

Action Required:

Please follow the steps below to update the payee's information in the future dated or recurring TT instructions via HSBC Online Banking:

Step-1: Log on to online banking, you will see a landing page similar to below image.


[Home](#)
[Move money](#)
[Services](#)
[Our products](#)
[Help & support](#)

Log off

Last logged on 02/09/2024 at 02:36:11 PM

Good afternoon

You have no new messages

Quick links

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Make a DuitNow transfer

Pay and transfer

Transfer to my Global Accounts

Global transfer to other HSBC Accounts

Open an investment account

Unit Trusts Browser

Open new Time Deposit/Term Deposit

Everyday Global AC 203-174917-888	0.00 AUD Available balance: 0.00 AUD	
Everyday Global AC 203-174917-888	0.00 CAD Available balance: 0.00 CAD	
Everyday Global AC 203-174917-888	1,453,304.04 EUR Available balance: 1,453,304.04 EUR	
Everyday Global AC 203-174917-888	0.00 GBP Available balance: 0.00 GBP	

Hi, need help?
We're here if you need us.

Chat

Step-2: Select 'Manage future requests' > **Step-3:** Once the page loads, click on the 3 vertical dots under the More menu > **Step-4:** Select 'Migrate' for the corresponding beneficiary

MOVE MONEY

FUTURE DATED REQUESTS

Make a DuitNow transfer

DuitNow ID registrations & management

Pay and transfer

View statements

Manage payee

Manage future requests ← 2

Change Internet Banking Limit

Manage your future dated requests

From here, you can view any payments or transfers you've requested to go later or recurring.

Search results

Cancel

Filter and search ^

Account

Everyday Global AC

203-174917-888

EUR 1,453,322.24

Type of request

All requests

Date

22/08/2024

18/05/2027

Amount

Minimum

Maximum

Update


Some of your future dated requests need to be migrated to meet regulatory requirements. You can review the options under 'More' for each request and select 'Migrate' accordingly.

Date ▾	To	From	Amount	More
10/09/2024	HBMS MWS - PPE4 P4Del FDT SA0380000000608010167519	Everyday Global AC 203-174917-888	SAR 86.84	⋮
10/09/2024	HBMS B2 Multi FDR-2 CH5809000000652501224	Everyday Global AC 203-174917-888	EUR 5.66 Recurring	<div> <div>3 →</div> <div>⋮</div> <div> <div>View</div> <div>Delete</div> <div>Migrate ← 4</div> </div> </div>
29/08/2024	HBMS MWS - PPE4 Nick GR6301794397918715944651156	Everyday Global AC 203-174917-888	EUR 2.64 Recurring	⋮

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Step-5: You will then see a page like shown below where you need to update the beneficiary's details. Some information will be pre-populated for your convenience. You need to fill all the mandatory fields and click 'Continue'. Considering page is very long, we have split the page into 4 parts, so the fields are legible.

(1/4 part of the Payment page)

 **HSBC**

HomeMove moneyServicesOur productsHelp & support

Log

This page is using a [Non Default](#) build.

MOVE MONEY

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PAY AND TRANSFER

Transfer to an international payee



To migrate your future dated request, please update the payee's address and bank details.
Please note, the information you provide will only be used for this future dated request but your existing payee list won't be updated.

From here, you can send money overseas to a new payee or to someone you've paid before, using your payee list.

From

Account

Everyday Global AC
203-174917-888

EUR 1,453,322.24

Available balance EUR 1,453,322.24

To

Name

Kantonsstrasse 101

HBMS B2 Multi FDR-2

Payee bank may reject a payment if the payee's name differs from the one on payee bank's record.

Nickname (optional)

HBMS B2 Multi FDR-2

Building/house number (optional)

101

Building name (optional)

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(2/4 part of the Payment page)

Street name (optional)	<input type="text" value="Kantonsstrasse"/>
Postal code (optional)	<input type="text" value="7106"/>
Town	<input type="text" value="Tasch"/>
State/province (optional)	<input type="text"/>
Country/territory	<input type="text" value="Switzerland"/> ▼
Is the payee an individual?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Payee country/territory of residence	<input checked="" type="radio"/> Malaysia <input type="radio"/> Other
Relationship with payee	<input type="text" value="Parents"/> ▼

Bank details	<input type="text" value="CH/POSTFINANCE AG"/>
Account/IBAN	<input type="text" value="CH5809000000652501224"/>
Country/territory	SWITZERLAND
Bank code	POFICHBEXX
Bank name and address	POSTFINANCE AG MINGERSTRASSE 20 BERN 3030 CH

(3/4 part of the Payment page)

Details

	You send	They receive
Amount	EUR 5.66	CHF <input type="button" value="v"/> 5.26
Rate	EUR 1.00  CHF 0.929329 <small>This is an indicative rate which is subject to change. Your exchange rate will be confirmed at the next step.</small>	
Fees	<div>You'll pay all fees <input type="button" value="v"/></div> <p><small>You'll pay all charges for this payment. This includes our charges and charges by the intermediary bank and/or payee bank. We're unable to advise you the payee bank's charges as they're not within our control. These charges may be deducted from your account after the payment date.</small></p>	
Purpose of transfer	PERSONAL GOODS AND SERVICES <input type="button" value="v"/>	
Purpose of transfer (continued)	Goods (for payment less than RM200,000 only) <input type="button" value="v"/>	
Payee reference	<div>payee ref</div> <p><small>This reference will appear on your payee's statements and transaction history.</small></p>	
Reference	<div>ref</div> <p><small>Your reference will appear on your statements and transaction history.</small></p>	
Recurring	<input type="radio"/> No <input checked="" type="radio"/> Yes	
Frequency	Monthly <input type="button" value="v"/>	

(4/4 part of the Payment page –)

Date	<input type="text" value="23/08/2024"/>
This is the start date for a recurring transfer. Your first transfer will be taken on the next working day.	
Final transfer	<input checked="" type="radio"/> Number of transfers <input type="radio"/> Final date
Number of transfers	<input type="text" value="3"/>
Final amount	<input type="text" value="EUR"/>
Please complete if your final amount differs.	

Additional security required - New



Step 1

Open the HSBC Malaysia Mobile Banking app, select Generate security code then select Transaction verification code.

Step 2 - New


To generate a security code, enter the transaction verification number on your device with the last 4 digits (numbers only) of the account/IBAN. Followed by the transfer amount (last entered) including cent. For example, if transferring RM245.00 to account/IBAN 01234567890, please enter 789024500.

Step 3

Enter the 6-digit security code shown on your Mobile Secure Key.

Security code

Step-6: A page similar to below will appear, please review the information filled in by you. Once you are good with the data, please click on Confirm. (1/2 part of the Review page)

 [Home](#) [Move money](#) [Services](#) [Our products](#) [Help & support](#) [Log off](#)

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MOVE MONEY

PAY AND TRANSFER

Make a DuitNow transfer

DuitNow ID registrations & management

Pay and transfer

View statements

Manage payee

Manage future requests

Change Internet Banking Limit

Review

Please check these details carefully before continuing.

From

Account

Everyday Global AC
203-174917-888

To

Name

HBMS B2 Multi FDR-2

Nickname

HBMS B2 Multi FDR-2

Building/house number

101

Street name

Kantonsstrasse

Postal code

7106

Town

Tasch

Country/territory

Switzerland

Is the payee an individual?

Yes

Payee country/territory of residence

Malaysia

Relationship with payee

Parents

Bank details

Account/IBAN

CH5809000000652501224

Country/territory

SWITZERLAND

Bank code

POFICHBEXXX

Bank name and address

POSTFINANCE AG
MINGERSTRASSE 20
BERN 3030 CH

Edit

(2/2 part of the Review page)

Details

[Edit](#)

Amount	EUR 5.66
Rate	The prevailing exchange rate on the date of your transfers will be applied.
Fees	You'll pay all fees
Purpose of transfer	PERSONAL GOODS AND SERVICES
Purpose of transfer (continued)	Goods (for payment less than RM200,000 only)
Payee reference	payee ref
Reference	ref
Recurring	Yes
Frequency	Monthly
Date	23/08/2024
Last transfer	Number of transfers
Number of transfers	3

Important information

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a non-working day, it will be processed the next working day.

For cash advance online, the standard Cash Advance fees apply. For details, please refer to our [Tariff and Charges](#).


Please check your payee's information carefully before making a transfer. We don't use or verify the payee's name while processing the transfer. If any of the information provided is incorrect, you might pay someone else by mistake and may not get your money back. If you do not know the payee or have been asked to make a transfer urgently, it could be a scam.

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[Cancel](#)[Confirm](#)

Step-7: Once you click on Confirm button, the beneficiary details are successfully updated and a page similar to below will appear showing you details of what you filled. With this, one of your beneficiary is successfully migrated.

(1/2 part of the Confirmation page)

 [Home](#) [Move money](#) [Services](#) [Our products](#) [Help & support](#) [Log out](#)

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MOVE MONEY

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Change Internet Banking Limit

PAY AND TRANSFER

Confirmation 7

 Your transfer request has been received. If your request falls on a non-working day, it'll be processed the next working day.

Our details

Confirmation number	FR2001LKWR
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From

Account	Everyday Global AC 203-174917-888
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To

Name	HBMS B2 Multi FDR-2
Nickname	HBMS B2 Multi FDR-2
Building/house number	101
Street name	Kantonsstrasse
Postal code	7106
Town	Tasch
Country/territory	Switzerland
Is the payee an individual?	Yes
Payee country/territory of residence	Malaysia
Relationship with payee	Parents

PUBLIC

(2/2 part of the Confirmation page)

Bank details

Account/IBAN	CH5809000000652501224
Country/territory	SWITZERLAND
Bank code	POFICHBEXXX
Bank name and address	POSTFINANCE AG MINGERSTRASSE 20 BERN 3030 CH

Details

Amount	EUR 5.66
Rate	The prevailing exchange rate on the date of your transfers will be applied.
Fees	You'll pay all fees
Purpose of transfer	PERSONAL GOODS AND SERVICES
Purpose of transfer (continued)	Goods (for payment less than RM200,000 only)
Payee reference	payee ref
Reference	ref
Recurring	Yes
Frequency	Monthly
Date	23/08/2024
Last transfer	Number of transfers
Number of transfers	3

 Print[Back to your accounts](#)[New payment or transfer](#)

What can we do if there is any issue?

Please contact us at the numbers below:

If you're Personal Banking customer:

Local call number: 1300 88 1388

International call number: +603 8321 5400

If you're Amanah customer:

Local call number: 1300 80 2626

International call number: +603 8321 5200

If you're Premier customer:

Local call number: 1300 88 9393

International call number: +603 8321 5208

Issued by: HSBC Malaysia Berhad & HSBC Amanah Malaysia Berhad