

20 July 2016

Tenaga Nasional Berhad (TNB) Change of Biller Account Number

Dear Valued Customers,

Effective 20 July 2016, TNB will be changing their biller account number from 14-digits to 12-digits. As such, if you have **saved** TNB in your list of payees for bill payment in HSBC Amanah Personal Internet Banking, please take the following steps to update the biller account number:

Step 1

Remove the existing TNB biller account from your HSBC Amanah Personal Internet Banking Payee List

Delete a Payee

- (i) Log on to HSBC Amanah Personal Internet Banking
- (ii) Select "Pay Bills"
- (iii) Maintain Payee List
- (iv) Select "Tenaga Nasional Berhad"
- (v) Click Delete to remove the existing TNB account from the payee list


Step 2

Create a new payee with your new 12-digit TNB biller account number. This new biller account number can be found on your latest TNB statement.

You may create new TNB biller account number by using either of the 2 options below:

1. Add a Payee via Pay a Bill

- (i) Log on to HSBC Amanah Personal Internet Banking
- (ii) Select "Pay Bills"
- (iii) Add Payee
- (iv) Select "Tenaga Nasional Berhad" and enter the **TNB new biller account number**

HSBC  [Go to Global View](#)

Apply for products
Retrieve Application
Accounts
Statements and Advices
Pay Bills
Pay Multiple Bills
Pay a Bill
Add Payee

You have 3 new messages [Print](#)

Add Payee

Payee

Account numbers cannot contain spaces or dashes.
Account numbers containing letters must be all in uppercase.

Payee name: TENAGA NASIONAL BERHAD

Account number: [Format](#)

2. Add a Payee via JomPAY

- (i) Log on to HSBC Amanah Personal Internet Banking
- (ii) Select Pay Bills
- (iii) Add a Bill with JomPAY
- (iv) Enter TNB Biller Code and **TNB new biller account number** under Ref-1

Go to Global View

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Pay Bills
• Pay Multiple Bills
• Pay a Bill
• Add Payee
• Pay a Bill with JomPAY

Add Payee with JomPAY

Payee

Biller Code and Reference Number can be obtained from the bills issued by the merchant.

Biller Code:

Ref-1 :

Ref-2 (if applicable):

The grace period to update your TNB biller account number is from **20 July 2016 – 19 October 2016**. After 19 October 2016, you will not be able to make TNB payments with the old account number (14-digit biller account number).