(1) AMENDMENTS TO HSBC ONLINE AND MOBILE BANKING TERMS AND CONDITIONS; and

(2) UPCOMING CHANGES ON DUITNOW AND DUITNOW QR PAYMENTS VIA HSBC MALAYSIA MOBILE BANKING APP

07 May 2021

Dear Valued Customers,

We would like to inform that effective 27 May 2021 ("Effective Date"), we will be introducing simpler transaction authentication methods using 6-Digit PIN and Biometric Credentials to authenticate DuitNow pay-to-proxy and DuitNow QR payments on HSBC Malaysia Mobile Banking App ("Mobile Banking App").

Currently, your 6-Digit PIN and Biometric Credentials allow you to log on to the Mobile Banking App. From the Effective Date, this means your 6-Digit PIN and Biometric Credentials have additional usage to authenticate DuitNow pay-to-proxy and DuitNow QR payments on the Mobile Banking App.

(1) Amendments To HSBC Online And Mobile Banking Terms And Conditions ("Terms and Conditions")

With the above changes, our Terms and Conditions have been revised and amended, and the revised Terms and Conditions (May 2021 Edition) will come into effect on 27 May 2021 for all customers. The amendments are as follows:

Current Terms and Conditions (April 2021 Edition)		Revised Terms and Conditions (May 2021 Edition)	
Clause 4 Security Obligations a. Definitions		Clause 4 Security Obligations a. Definitions	
(i)	"6-Digit PIN" means your personal identification number for logging on to the Mobile Banking App.	(i)	"6-Digit PIN" means your personal identification number for logging on to and authenticating transactions on the Mobile Banking App.
(ii)	"Biometric Credentials" means any unique biological characteristics or traits that verify your identity, such as your fingerprints, eye retinas, face and voice recognition.	(ii)	"Biometric Credentials" means any unique biological characteristics or traits that verify your identity, such as your fingerprints, eye retinas, face and voice recognition. Your Biometric Credentials can be used for logging on to and authenticating transactions on the Mobile Banking App.
(iv)	"Re-authentication Code" means the one-time numeric password generated by the Security Device/Mobile Secure Key for performing selected transactions.	(iv)	"Re-authentication Code" means the one-time numeric code generated by the Security Device/Mobile Secure Key to authenticate selected transactions.

(v)	"Log On Code" means the one-time numeric password generated by the Security Device /Mobile Secure Key for access to Services.	(v)	"Log On Code" means the one-time numeric code generated by the Security Device /Mobile Secure Key for logging on to Online Banking.
(x)	"Transaction Verification Code" means the one-time numeric password generated by the Security Device / Mobile Secure Key for performing selected transactions after the relevant numeric values relating to each transaction are keyed-in into the Security Device / Mobile Secure Key.	(x)	"Transaction Verification Code" means the one-time numeric code for transaction signing/authorization which is generated by the Security Device / Mobile Secure Key after the relevant numeric values relating to each transaction are keyed-in into the Security Device / Mobile Secure Key in accordance with the steps explained in our Online Banking/ Mobile Banking App.

The revised Terms and Conditions (May 2021 Edition) is available **here**.

(2) Upcoming Changes On DuitNow And DuitNow QR Payments

We highlight in the table below on what are the upcoming changes to the Mobile Banking App. For avoidance of doubt, these changes apply to the Mobile Banking App only and do not apply to Online Banking.

	Mobile Banking App		Online Banking
	Current	**New - Effective 12 Jun 2021**	**No changes. The following still apply:**
DuitNow Pay-to-Proxy in which the recipient is <u>not</u> a saved beneficiary	• Transaction limit: up to RM250 each transfer • Daily limit: up to RM3,000 per day • No transaction authentication required.	• Transaction limit: up to RM10,000 each transfer. • Daily limit: By default, is up to RM5,000. You can change your limit via Online Banking. • Transaction authentication using 6 Digit PIN or Biometric Credentials applies.	• Transaction limit and daily limit: By default, is up to RM5,000. You can change your limit via Online Banking • No transaction authentication is required for transaction RM250 or below. • Transaction authentication is required for transaction above RM250 using Mobile Secure Key/Security Device.
DuitNow Pay-to-Proxy in which the recipient is	• Transaction limit and Daily limit: As per banking limit • No transaction authentication required.	No changes. Same limit applies.	Same as mobile banking app

a saved beneficiary			
DuitNow QR payment	• Transaction limit: up to RM250 each payment • Daily limit: up to RM3,000 per day. • No transaction authentication required.	• Transaction limit: up to RM10,000 each payment • Daily limit: By default, RM1,000 per day. You can change your limit via Online Banking • Transaction authentication using 6 Digit PIN or Biometric Credentials applies.	This function is not available on Online Banking