

## **e-Statement FAQs**

### **1. What is e-Statement?**

e-Statement is an electronic version of your paper statement. It offers the same comprehensive information as the paper statement. A notification will be sent to your Personal Internet Banking mailbox when your e-Statement is ready for viewing/to be downloaded.

### **2. Is there a fee for e-Statements?**

No. It is free of charge.

### **3. Will I continue to receive paper statements after enrolling for e-Statements?**

No. We will stop mailing paper statements to your registered address. You can logon to HSBC/HSBC Amanah Personal Internet Banking to view/download your banking statements.

### **4. I have a joint account with my husband and I have enrolled for e-Statements but my husband has not enrolled for e-Statements, will my husband and I receive e-Statements?**

Only you will receive e-Statements for the joint account whereas your husband will continue to receive paper statements sent to the registered address of the joint account and the Paper Statement Fee will apply. If your husband wishes to receive e-Statements, he can enrol for e-statements via HSBC/HSBC Amanah Personal Internet Banking by following these steps:

- Click on "Statements and Advices"
- Select "Banking e-Statement and e-Advice Settings":
- Select "I would like to receive electronic banking statements (e-Statements) only"
- Click on "Request"

### **5. If I change my mind, how do I switch back to hardcopy paper statements?**

You may change your preference on Personal Internet Banking (PIB) at your convenience or you can visit your nearest branch for assistance. Please note that the Paper Statement Fee of RM1.00 (subject to applicable tax, if any) per (each set of) hardcopy statement will apply.