

Notice to Personal Banking customers

Change in payment instructions process

Dear Customer,

In our endeavour to provide our customers with services that allow them to bank with us safely and at their convenience, we are enhancing our payment services.

As from 1 January 2016, you are kindly requested to submit ALL your telegraphic transfers, local interbank funds transfers, and payment instructions for bank cheques or foreign currency drafts through either of the following channels:

- ✓ **Online**, on HSBC's secured Personal Internet Banking (PIB) platform, or
- ✓ By completing the **Telegraphic Transfer/ Bank Draft Application Form** available here or in branch

Please follow the instructions below to complete the form:

1. Ensure you have Adobe Acrobat Reader version 9.0 or above (downloadable as a freeware from www.adobe.com)
2. Click [here](#) to download the **Telegraphic Transfer / Bank Draft Application Form**.
3. Click on "Application Form For" and select your payment instruction type
4. Input your payment details in all mandatory fields highlighted in blue.
5. Complete the form, save, and print it using the 'Print & Validate Form' button in the bottom left corner of the form.
6. Verify your details, sign and submit in any HSBC branch

Payment instructions submitted through any channel other than the above-mentioned ones may be rejected after 1 January 2016.

To avoid this, if you have not yet registered to Internet Banking, we urge you to register to this facility with your credit card/ATM card [here](#) at the earliest.

Else, you are welcome to use the dedicated* desk available in our key branches to help you:

- ✓ Register to PIB (your security token will be delivered instantly)
- ✓ Effect transfers using PIB
- ✓ Complete and print the Smart Form

For any further information or assistance you may require, please call us on 800 1234 or talk to our staff in any branch.

24 December 2015

**Dedicated desks available in the following branches: Port Louis (Place d'Armes), Curepipe, Ebene, Grand Bay, Quatre Bornes and Rose Hill.*

