

FAQ – Unit Trust email advice/statement

1. What is email advice/statement?

Email advice/statement is your investment advice/statement in pdf format that is sent to your email address maintained with HSBC. Only Unit Trust product is covered at the moment.

2. Why is HSBC implementing email advice/statement now?

This is to ensure you receive your advices/statements in the most convenient, secure and timely way possible. The benefits of email advice/statement are:

- Timely delivery of your advices/statements in a secure and private manner. Only you get to see your investment advices/statements.
- No lost or misplaced advices/statements.
- No more physical filing.
- Support HSBC's Go Green initiative – advocating a paperless environment thus reducing global carbon footprint.

If there is any change in your email address, please let us know by calling our Contact Centre at 1-300-88-1388 (local callers) or +603-8321 5400 (overseas callers).

Alternatively, you can also update your email address via personal internet banking at www.hsbc.com.my or www.hsbcamanah.com.my.

It is important that we have your latest email address on record to ensure you receive your email advices/statements on time.

3. Do I have to pay for the email advice/statement service?

It is free of charge! There is NO fee to subscribe or use the email advice/statement service.

4. I forgot my email advice/statement password, how do I reset/change my password?

There is no function for password reset/change currently. However, all you have to do is to read the accompanying e-mail which describes your password and key in your password to open the email advice/statement.

5. I am concerned about my personal data, is this secure?

Since the email advice/statement is sent with password protection, only you will be able to view the advice/statement.

6. *How will I know when my email advices/statements have been emailed to me?*

You will receive an email from HSBC Malaysia with the email address: hsbc_inv.operations@hsbc.com.my. To ensure you receive your email advices/statements without it being directed to your spam or junk folders, we suggest that you add this email address to your address book/contact list.

Note: Please do not reply to this email address as it is not used to receive incoming messages.

7. *Can I request for any previous months advices/statements to be sent to me via email?*

Yes, you may request for advice/statement up to 3 months prior to your last advice/statement date to be sent to your email address at no charge. Please call our Contact Centre or walk in to our branch to submit your request.

8. *Can I revert back to paper advices/statements?*

Yes. You may walk into any HSBC branch or contact our Contact Centre at the following numbers if you wish to revert to paper advices/statements.

Personal Banking Helpdesk : 1-300-88-1388 (local callers)
+603-8321 5400 (overseas callers)

Premier Banking Helpdesk : 1-300-88-9393 (local callers)
+603-8321 5208 (overseas callers)

If you wish to do so, please make your selection at least 7 calendar days before your next advice/statement date otherwise your request cannot be processed on time.

9. *I have a joint investment account with my husband and I have enrolled for email advice/statements but my husband has not enrolled for email advice/statements, will my husband and I receive email advice/statements?*

Only you will receive email advice/statement for the joint investment account whereas your husband will continue to receive paper advice/statements sent to the registered address of the joint investment account.

If your husband wishes to receive email advice/statements, he will need to update his email address via personal internet banking; calling our Contact Centre or walk in to our branch to submit the request.

10. *Do I have to pay for paper advices/statements service?*

Paper advices/statements are at present available at no additional cost.

11. *Why was I not informed about the conversion of my paper advices/statements to email advices/statements?*

Two notifications were sent to you:

- Email notification to your email address maintained with the bank.
- SMS notification to your mobile number maintained with the bank.

12. *I did not receive my email advice/statement.*

Please ensure that your most recent email address is updated in our system so that we can resend the advice/statement to your email address. You can change/update your email address via your personal internet banking at www.hsbc.com.my or www.hsbcamanah.com.my, by calling our Contact Centre or by walking into any HSBC branch closest to you.