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## Next steps upon encountering issues during biometric verification

### 2.1 Issue A : Unable to verify MyKad/thumbprint

Unfortunately, we are unable to verify your MyKad or thumbprint.

No need to worry - you can bring your driving licence or passport to the nearest bank branch to complete verification. Our service counter staff will assist you in creating an account.



We're not able to verify your MyKad or thumbprint

Please bring your driving licence or passport to a branch service counter to confirm your identity.

Done



### 2.2 Issue B : Machines are temporarily out of service

Unfortunately, the Self-Service Machine is temporarily out of service.

No need to worry - you can bring your driving licence or passport to the nearest bank branch to complete verification. Our service counter staff will assist you in creating an account.



Sorry, this machine is currently out of service

Please bring your MyKad to a branch service counter so that we can help you.

Alternative self-service machines and branch opening hours can be found on our website.



## Next steps upon encountering issues during biometric verification

### 2.3 Other common issues

a. Success! We've verified your identity.

Meanwhile, we're still reviewing your application and may call you for additional information to complete your account application.

Alternatively, if you'd like us to assist you in completing your application, you may visit the nearest branch service counter.



Thank you. We have successfully confirmed your identity

Next, we will contact you to collect additional information needed to complete your account application.

Done



b. Visit the nearest bank branch and our service counter staff will assist you.



We can't complete the application that you submitted online at this machine

Please go to a branch service counter so that we can help you.

Done



c. Visit the nearest bank branch for your account number. Alternatively, you may call us at 03-8321 5400 for virtual assistance.



### Application timeout

Sorry, we're not able to display your account number due to a technical error. You can request your account number at a branch service counter.

Done

## Frequently asked questions about online application

#	Question	Answer										
1	Who can open an account online?	<p>You must meet the following criteria to open an account online:</p> <ul style="list-style-type: none"> <li>+ You are 18 or above</li> <li>+ You are a citizen of Malaysia with a valid MyKad</li> <li>+ You are applying for a sole account</li> <li>+ You don't have an existing account or credit card with us</li> </ul> <p>If you do not meet the above criteria, please visit us in <a href="#">branch</a> to open an account.</p>										
2	How do I open an account online?	<p>Simply complete the online application form.</p> <p>You'll then receive an email notification asking you to confirm your identity at one of our Self-Service Machines or <a href="#">branches</a></p> <p>We may also contact you for additional information if necessary.</p>										
3	What type of accounts are available for online account opening?	<p>You can learn more about the types of accounts available <a href="#">here</a>. If your preferred type of account cannot be opened online, please visit us in branch.</p>										
4	How much do I need to deposit after account opening?	<p>A minimum initial deposit is required in order to maintain your account active. You can find out the minimum initial deposit requirements required for the respective account below.</p> <table border="1" data-bbox="573 890 1671 1082"> <thead> <tr> <th>Product Description</th> <th>Amount (RM)</th> </tr> </thead> <tbody> <tr> <td>HSBC Amanah Premier Account-i</td> <td>1,000</td> </tr> <tr> <td>HSBC Amanah Advance Account-i</td> <td>500</td> </tr> <tr> <td>HSBC Amanah Basic Current Account-i</td> <td>500</td> </tr> <tr> <td>HSBC Amanah Basic Savings Account-i</td> <td>20</td> </tr> </tbody> </table>	Product Description	Amount (RM)	HSBC Amanah Premier Account-i	1,000	HSBC Amanah Advance Account-i	500	HSBC Amanah Basic Current Account-i	500	HSBC Amanah Basic Savings Account-i	20
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5	How to make an initial deposit?	<p>You can make your initial deposit into your new account by transferring the funds online from another bank. Alternatively, you can use our cash deposit machines or visit us in branch.</p>										
6	When can I start using and transferring funds into my account?	<p>You can start using and transferring funds into your account as soon as we've confirmed your identity at one of our Self-Service Machines or <a href="#">branches</a>.</p> <p>Account number will be provided or displayed on our Self-Service Machine.</p>										

### Frequently asked questions about online application

7	Can I apply for multiple accounts in one application?	You can only apply for one (1) account per online application.
8	How long does it take to open an account online?	<p>It takes approximately 10 minutes to complete the online application form.</p> <p>You'll then receive an email notification asking you to confirm your identity at one of our Self-Service Machines or <a href="#">branches</a>.</p> <p>It's important for you to visit a Self-Service Machine or branch as soon as you can to confirm your identity, as your application will expire 30 days from the date you submit your online application.</p>
9	Can I save an unfinished application and complete it later?	No, you need to complete your application within one (1) session.
10	I accidentally closed the window in the middle of the account opening process. What should I do?	If you closed the window before you submit the application, you'll need to restart a new application.
11	Can I change the information in my application after I've submitted it online?	If you would like to change the information in your application after you've submitted it online, please visit us in branch.
12	What happens after I submit my application online?	<p>You will be told whether your application was successful as soon as you submit the form.</p> <p>You'll then receive an email asking you to confirm your identity at one of our Self-Service Machines or <a href="#">branches</a>.</p> <p>It's important for you to visit a Self-Service Machine or branch as soon as you can to confirm your identity, as your application will expire 30 days from the date you submitted your application.</p>
13	What do I need to bring when I visit a Self-Service Machine or branch?	<p>If you're using a Self-Service Machine to confirm your identity, please bring your MyKad.</p> <p>You should also bring other identification documents (e.g. driving license and passport) in case of any technical issue, where manual verification will be done at branch counter (during branch opening hours).</p> <p>We'll contact you if any supporting document is required.</p>

### Frequently asked questions about online application

14	Can I withdraw my application after I've submitted it?	Please contact one of our branches if you wish to withdraw your application.
15	How do I get my debit card?	<p>You'll need to confirm your identity at one of our Self-Service Machines or <a href="#">branches</a>.</p> <p>Once we have confirmed your identity, your debit card will be delivered by courier to you within 3-6 working days.</p> <p>You can learn more about the debit card <a href="#">here</a>.</p>
16	How can I check the delivery status of debit card?	Tracking number will be sent to you via SMS. Alternatively, you may request delivery tracking number by calling 03-8321 5200.
17	How do I register for online/internet banking?	<p>Upon successfully opening an account, you can register for Online Banking <a href="#">here</a> using Debit card or telebanking PIN.</p> <p>Learn more about how to register <a href="#">here</a>.</p> <p>You may request security device through:</p> <ul style="list-style-type: none"><li>• Contact Centre, please call us on 03-8321 5200 or</li><li>• Branch</li></ul> <p>You'll need this to make transfers to a third party. Your security device will then be delivered to you by post within 3 to 6 working days.</p>
18	How do I order a chequebook?	If you would like to order a chequebook, please visit us in <a href="#">branch</a> .
19	Who do I contact if I need help?	<p>If you need any help, call us on 03-83215200 or visit us in <a href="#">branch</a>.</p> <p>Alternatively, you can refer to the online application guide <a href="#">here</a>.</p>