



## Important Information

### Global View & Global Transfer Service and Accounts at HSBC New Zealand

Dear valued customer,

We would like to inform you that starting December 1<sup>st</sup>, 2023 ("Effective Date"), HSBC New Zealand will be serving corporate customer only and completely **winding down** their retail banking activities. For more information, please visit HSBC New Zealand's website.

**Below are the impacts toward International Payment & Transfer that will be effective on December 1<sup>st</sup>, 2023:**

1. If you have account with HSBC New Zealand linked to the Global View service, it will no longer include your account balance along with any other information. You can still access linked overseas account from other countries with Global View/Global Transfer service via HSBC Online Banking and/or HSBC Mobile App.
2. If you have registered international payee under Global Transfer to HSBC New Zealand, they will be deleted on the effective date.
3. Every Future Payment under Global Transfer to HSBC New Zealand account will be cancelled on November 30<sup>th</sup>, 2023 before 23.59 p.m. (GMT+13).

Notes: If you have any recurring transaction under Global Transfer menu to HSBC New Zealand Account, please re-review it.

Should you have any inquiry, please contact HSBC Call Centre at 1 500 700 (Premier) and 1 500 808 (Non-Premier).

Thank you for choosing HSBC. It's always a pleasure to serve you.



## Important Information on

### Global View & Global Transfer Services for Accounts at HSBC Continental Europe

Our dearest customer,

With this message, we would like to rectify our previous announcement on November 23<sup>rd</sup>, 2023 via our public website, which have informed you of the closure and transfer of the HSBC France's retail banking activities to Banque des Caraïbes effective on December 22<sup>nd</sup>, 2023.

We would like to inform you that effective on January 1<sup>st</sup>, 2024, HSBC Continental Europe (which we previously referred as HSBC France) will transfer only their retail banking activities, including branches networks, bank accounts, and loan products to CCF (which we previously referred as Banque des Caraïbes). HSBC Continental Europe will still serve our corporate, institutional, and private banking customers.

#### Items for your purview due to the transfer of HSBC Continental Europe's retail banking activities:

1. If you have linked HSBC Continental Europe account on your HSBC Indonesia Internet Banking or HSBC Indonesia Mobile Banking Global View, it will be no longer connected and information on your HSBC Continental Europe account balance wont' be available, along with other related information.

**Notes:** You can still access linked overseas account from other countries with Global View/Global Transfer service via HSBC Indonesia Internet Banking or HSBC Indonesia Mobile Banking.

2. Any registered international payee under Global Transfer to HSBC Continental Europe will be deleted and every Future Payment under Global Transfer to HSBC France account will be cancelled on 21<sup>st</sup> of December 2023 before 23.59 p.m. (GMT+1).

**Notes:** If you have any recurring transaction under Global Transfer menu to HSBC Continental Europe Account, please re-review it.

We apologize for any inconvenience you experience due to previous inaccurate announcement.

Should you have any inquiry, please contact HSBC Call Centre at 1 500 700 (Premier) and 1 500 800 (Non-Premier).

Thank you for choosing HSBC. It's always a pleasure to serve you.