

**Updates on HSBC Advance and HSBC Personal Banking:
Frequently Asked Questions (FAQ)**

Contents

A. Overview	2
1. What are the changes happening for HSBC Advance and HSBC Personal Banking?	2
2. Why is HSBC making these changes?	2
3. When will these changes happen?	2
B. Product & Services Changes.....	3
4. What are all the changes happening to my accounts and services?	3
5. Will this affect the rates for my existing loan or time deposit?.....	5
6. What will happen to my existing HSBC Advance Account and debit card?	5
7. Will the HSBC Advance Credit Card name be changed?	5
8. I don't have an HSBC Everyday Global Account currently. Can I still earn the 1% Bonus Cashback with the HSBC Advance Credit Card?.....	5
9. Can I still sign up for HSBC Advance?	6
10. If I am an HSBC Jade or HSBC Premier customer and want to transfer my accounts to HSBC Advance, can I still do so?	6
C. Access & usage of accounts/services	6
11. Will all the new capabilities and services be made available to me immediately on 1 November 2020?.....	6
12. I am an HSBC Personal Banking customer but I am not able to access my new services after 1 November 2020. Why am I not able to use them yet?	6
13. I notice the HSBC Advance logo/brand name appearing on my account statements and on HSBC Singapore App even after 1 November 2020. Does this affect my accounts and services?	7
D. Changes to minimum account balance fees	7
14. What are the changes to the minimum account balance fees?	7
15. I am an existing HSBC Advance customer. How does the new minimum account balance fee differ from the HSBC Advance service fee charges?	7
16. Will my loan repayment account (for my mortgage or personal loan) be charged any minimum account balance fees?	10
17. I have an existing time deposit with HSBC. Does this mean I need to maintain a minimum of SGD2,000 for my deposit accounts?	10
18. How do I enjoy the minimum account balance fee waiver from 1 November 2020 to 30 April 2021?	10
19. I currently hold multiple accounts with HSBC. How can I consolidate my accounts?.....	10
20. How is the minimum SGD2,000 average daily balance different from the minimum SGD2,000 deposit in fresh funds to HSBC Everyday Global Account under the monthly criteria for the HSBC Advance Credit Card 1% Bonus Cashback?	11
E. Servicing & other information	11
21. How can I find out more about these changes?	11
22. Can I still use the HSBC Advance hotline?.....	12
23. As an existing HSBC Advance customer, will I still be served by my Advance Wealth Manager?.....	12
24. Will the HSBC Advance priority queue still be available at HSBC branches?	12



A. Overview

1. What are the changes happening for HSBC Advance and HSBC Personal Banking?

On 1 November 2020, we are integrating HSBC Advance into HSBC Personal Banking. You'll be able to look forward to a suite of privileges and capabilities coming your way with a **refreshed HSBC Personal Banking experience**.

Here's what you can expect at a glance:

For existing HSBC Advance customers:	For existing HSBC Personal Banking customers:
<ul style="list-style-type: none">✓ Removal of HSBC Advance eligibility criteria and related service fee✓ Simple, standardised deposit account fees✓ A simple way to earn up to 3.5% cashback with your HSBC Advance Credit Card✓ Continued convenience with your suite of capabilities & services	<ul style="list-style-type: none">✓ Simple, standardised deposit account fees✓ A simple way to earn up to 3.5% cashback with your HSBC Advance Credit Card✓ Get access to our suite of digital wealth tools and international capabilities, with progressive roll-outs of these enhancements

Please refer to Question 4 for the full details of the upcoming changes to the respective products and services.

2. Why is HSBC making these changes?

We recognize the need to simplify our retail banking experience in order to better serve the evolving needs of our customers. With this refresh, we will provide more of our customers with access to our suite of digital wealth tools, international capabilities as well as other exclusive privileges, without the need to maintain any additional eligibility criteria.

Look forward to more enhancements coming your way as we continuously improve our services to provide you with a better way to bank.

3. When will these changes happen?

The integration of HSBC Advance and HSBC Personal Banking, and the revisions to the respective terms and conditions as well as tariffs will be effective on 1 November 2020. Moving forward, new and existing customers will be welcomed under the refreshed HSBC Personal Banking experience.

For existing HSBC Advance and HSBC Personal Banking customers, you will receive communications (email, SMS and/or a direct mailer) from us on 1 October 2020, notifying you about the upcoming changes and new benefits you can look forward to. Please note you'll continue to enjoy uninterrupted access to your accounts and services even as these enhancements take place.

For existing HSBC Advance Credit Cardholders, you will also receive communications detailing the upcoming changes on the Advance Credit Card Cashback Programme and annual credit card fee waiver.

B. Product & Services Changes

4. What are all the changes happening to my accounts and services?

Please refer to the following table for the full list of changes to the relevant products and services, with effect from 1 November 2020 (unless otherwise stated).

Product/Service	HSBC Advance Customers	HSBC Personal Banking Customers
Service Fees/Eligibility Criteria	*New* You will no longer need to maintain any HSBC Advance eligibility criteria and will not be charged the monthly SGD10 Advance service fee.	*New* For customers with HSBC offshore banking accounts, you will no longer need to maintain a minimum Total Relationship Balance (which includes deposits, investments and/or insurance) of SGD75,000 and will not be charged the monthly SGD30 service fee.
Deposit Accounts minimum account balance fees	*New* A monthly minimum account balance fee of SGD5 will be charged for each Singapore Dollar deposit account you hold with us, if the account's average daily balance falls below SGD2,000 for the calendar month. To help ease you through the above changes, you will not be charged any minimum account balance fees for any of your SGD deposit accounts between 1 November 2020 and 30 April 2021. If you have multiple deposit accounts with us, you may also wish to consolidate them during this period.	
Deposit Rates	Interest rates for HSBC Advance Account, local and foreign currency time deposit board rates have been revised and effective as of 1 October 2020. For more details and the latest deposit rates, please visit: www.hsbc.com.sg/rates/singapore-dollar-deposits/ and www.hsbc.com.sg/rates/foreign-currency-time-deposits/	
Debit Cards	You can continue to use your existing HSBC Advance Debit Card(s), with no charges for overseas cash withdrawals at HSBC ATMs. ¹ When your current debit card expires, a new HSBC Personal Banking Debit Card or HSBC Personal Banking Everyday Global Debit Card (where applicable) will be sent. The features on the new card remain the same.	*New* Enjoy overseas cash withdrawals at HSBC ATMs with no charges (previously charged at a SGD3.50 fee per transaction). ¹ Changes to your withdrawal and transfer limits: ✓ Increased default daily cash withdrawal limit to SGD3,000 (previously SGD2,000). ✓ Increased default daily funds transfer limit via ATM between HSBC accounts linked to debit card to SGD150,000 (previously SGD100,000). ✓ Increased default daily funds transfer limit via ATM to HSBC accounts not linked to debit card to SGD3,500 (previously SGD3,000).
Online securities trading	If you have a securities investment account with us, you can continue to trade securities via online banking.	*New* Enjoy access to our online securities trading platform.
Global View & Global Transfers	*New* No charges for Global Transfers to other eligible HSBC accounts (previously charged at SGD10 transfer fee per transaction).	*New* Enjoy access to Global Transfers to other eligible HSBC accounts with no charges.

¹ This is applicable for overseas cash withdrawal at all HSBC ATMs worldwide except in Argentina, France, Brazil, Greece, Malta, Mexico, New Zealand and Turkey.

Product/Service	HSBC Advance Customers	HSBC Personal Banking Customers
FX Order Watch	You will continue to enjoy access to our FX Order Watch service via online banking or HSBC QuickFX App.	*New* Enjoy access to FX Order Watch via online banking or HSBC QuickFX App.
HSBC Advance Credit Card – Cashback Programme	<p>*New* <u>For cardholders whose cards are approved on or after 1 October 2020:</u> You will earn the 1% Bonus Cashback (i.e. a total of up to 3.5% cashback) on your card spending, if you are an HSBC Everyday Global Account holder and meet the monthly criteria of:</p> <ul style="list-style-type: none"> ✓ Deposit a minimum of SGD2,000 in fresh funds to your HSBC Everyday Global Account; and ✓ Make at least 5 qualifying transactions on your HSBC Advance Credit Card. <p><u>For cardholders whose cards are approved before 1 October 2020:</u> You will continue to enjoy your existing cashback benefits until 31 October 2020. With effect from 1 November 2020, the above new criteria to earn the 1% Bonus Cashback will apply.</p>	
HSBC Advance Credit Card – Annual Fee	<p>*New* Please note that the perpetual annual fee waiver for HSBC Advance, Premier & Jade banking customers will cease moving forward. To help ease you through this transition, HSBC Advance, Premier & Jade customers whose cards were approved before 1 October 2020 will enjoy an extended waiver of their annual credit card fee for the next 2 card anniversaries. Thereafter, the annual credit card fee will be charged at SGD192.60 (inclusive GST).</p> <p>Please note that you will need to maintain your HSBC Premier or Jade banking relationship with HSBC in order to enjoy this waiver. For existing HSBC Advance customers, you will need to maintain your banking relationship under the refreshed HSBC Personal Banking experience.</p>	Annual fee (SGD192.60) is waived for the first year from card issue date. From year 2 onwards, the annual card fee will be waived on your next card anniversary if you spend a minimum of SGD12,500 on your HSBC Advance Credit Card
Mortgage	For HSBC Advance mortgage customers, there will be no impact on your existing loan. The minimum account balance fee waiver will continue to apply to your loan repayment account until your home loan is fully repaid.	*New* From 1 November 2020, mortgage pricing will be made available for HSBC Personal Banking customers with a minimum loan size of SGD200,000 and below SGD800,000.
Personal Line of Credit (PLOC)	For existing HSBC Advance customers holding PLOC account(s), you will continue to enjoy preferential interest rate of 16.5% p.a. and SGD60 annual fee waiver for the first two years.	HSBC Personal Banking customers who apply for a new PLOC account will continue to be offered the prevailing interest rate of 18.5% p.a. and SGD60 annual fee waiver for the first year.
International Services	A nominal fee of SGD150 will continue to apply for international account opening service.	*New* Enjoy our international account opening service at a nominal fee of SGD150 (previously SGD300).

Product/Service	HSBC Advance Customers	HSBC Personal Banking Customers
Emergency Encashment	*New* A SGD30 fee will apply from 1 November 2020 for emergency encashment at HSBC branches overseas, with a maximum withdrawal amount of USD500 (previously the fee was waived and withdrawal limit was USD10,000).	A SGD30 fee will continue to apply from 1 November 2020 for emergency encashment at HSBC branches overseas, with a maximum withdrawal amount of USD500
Advance FundMax Account	Advance FundMax account will no longer be offered for new customers. Existing customers can continue to use their account features.	N.A.

5. Will this affect the rates for my existing loan or time deposit?

For mortgage, personal loans and time deposit customers, the rates applicable on your existing loan or time deposit will not be impacted.

6. What will happen to my existing HSBC Advance Account and debit card?

Your HSBC Advance Account name will be retained, and you can continue to use your cheque book and other account features. If you have an existing HSBC Advance Debit Card, you can continue to use it until your current card expires, after which a new HSBC Personal Banking Debit Card or HSBC Personal Banking Everyday Global Debit Card (where applicable) will be sent. The features on the new card remain the same.

7. Will the HSBC Advance Credit Card name be changed?

No, the HSBC Advance Credit Card name will be retained. With this refresh, we're taking this opportunity to simplify the cashback programme of HSBC Advance Credit Card and provide more of our customers the opportunity to enjoy higher cashback as they bank with us.

For more details about the new HSBC Advance Credit Card benefits, please visit www.hsbc.com.sg/advancecard or read the Frequently Asked Questions at www.hsbc.com.sg/advccfaq.

8. I don't have an HSBC Everyday Global Account currently. Can I still earn the 1% Bonus Cashback with the HSBC Advance Credit Card?

To earn the 1% Bonus Cashback with HSBC Advance Credit Card, please note that, as part of the monthly criteria, the minimum of SGD2,000 in fresh funds needs to be deposited to your HSBC Everyday Global Account.

If you don't have an HSBC Everyday Global Account currently, you may wish to find out more and apply via:

Option 1: Apply online at www.hsbc.com.sg/ega

Option 2: If you are an existing Bank account holder, login to your Online Banking and apply for Everyday Global account.

Option 3: Visit any of our HSBC branches

9. Can I still sign up for HSBC Advance?

If you are starting a new banking relationship with us before 1 November 2020, we encourage you to sign up with HSBC Personal Banking, as the enhanced capabilities and privileges will be made available to you soon. Please refer to Question 11 for more details on the progressive rollout of these enhancements.

If you are an existing HSBC Personal Banking customer, and would like to upgrade to HSBC Advance before 1 November 2020, you can continue to do so during this period. Kindly note that the relevant HSBC Advance Terms and Conditions will still apply.

With effect on 1 November 2020, HSBC Advance Package will no longer be applicable or offered. Customers can look forward to enjoying their refreshed banking experience with HSBC Personal Banking.

10. If I am an HSBC Jade or HSBC Premier customer and want to transfer my accounts to HSBC Advance, can I still do so?

From 1 to 31 October 2020, you may transfer to HSBC Advance and we will waive the HSBC Advance service fee for the month of October.

Customers transferring from HSBC Premier or HSBC Jade thereafter will be no longer be offered the HSBC Advance package as an option. Where applicable, their existing account may be transferred to a standard current or savings account, and they may continue as HSBC Personal Banking customers. For more details, please contact your Relationship Manager.

C. Access & usage of accounts/services

11. Will all the new capabilities and services be made available to me immediately on 1 November 2020?

For HSBC Advance customers, you'll continue to enjoy access to your existing services and capabilities, which includes those mentioned in Question 4.

For HSBC Personal Banking customers whose accounts are opened before 1 November 2020, stay tuned as we progressively roll out these enhancements. You'll receive a notification when all your new capabilities have been made available to you.

For HSBC Personal Banking customers whose accounts are opened on or after 1 November 2020, you'll be able to enjoy access to the enhanced privileges and services immediately once your account(s) have been set up.

12. I am an HSBC Personal Banking customer but I am not able to access my new services after 1 November 2020. Why am I not able to use them yet?

We are progressively rolling out these enhancements to all our HSBC Personal Banking customers from 1 November 2020 onwards. You'll receive a notification from us when all your new capabilities have been made available to you.

If you require urgent access to certain capabilities, such as Global View & Global Transfers, online securities trading or FX Order Watch, please reach out to us via our Live Chat service on www.hsbc.com.sg for more assistance.



13. I notice the HSBC Advance logo/brand name appearing on my account statements and on HSBC Singapore App even after 1 November 2020. Does this affect my accounts and services?

With the refreshed HSBC Personal Banking experience, we are progressively phasing out the HSBC Advance branding across our collaterals and platforms. Through these enhancements, while you may see some HSBC Advance branding temporarily, including on your account statements, please note this will have no impact on the eligibility requirements and usage of your accounts and services.

D. Changes to minimum account balance fees

14. What are the changes to the minimum account balance fees?

We will be standardising the minimum account balance fees and average daily balance requirements for Singapore Dollar deposit accounts with effect on 1 November 2020. Please note that the following changes will not apply for the HSBC eFlexi Account, Passbook Savings Account, KidzSaver Savings Account, and all foreign currency denominated current and savings accounts.

For full details, please refer to the revised WPB Bank Tariffs at www.hsbc.com.sg/pb2020

Before 1 November 2020:				
The respective minimum account balance requirements will apply for each Singapore Dollar deposit account.				
	SGD Current Account	SGD Savings Account	Everyday Global Account	HSBC Flexi Account
Monthly minimum account balance fee	SGD7.50	SGD5.00	SGD2.00	SGD10.00
Monthly minimum average daily balance	SGD3,000	SGD2,000	SGD2,000	SGD5,000
With effect on 1 November 2020:				
Simplified, standardised minimum account balance requirement for each Singapore Dollar deposit account.				
	SGD Current Account	SGD Savings Account	Everyday Global Account	HSBC Flexi Account
Monthly minimum account balance fee	SGD5.00	SGD5.00	SGD5.00	SGD5.00
Monthly minimum average daily balance	SGD2,000	SGD2,000	SGD2,000	SGD2,000

15. I am an existing HSBC Advance customer. How does the new minimum account balance fee differ from the HSBC Advance service fee charges?

Till 31 October 2020, HSBC Advance customers need to maintain their respective HSBC Advance eligibility criteria which they had enrolled in, otherwise an SGD10 service fee will apply for the calendar month.

From 1 November 2020:

- You will no longer need to maintain any HSBC Advance eligibility criteria and will not be charged the monthly SGD10 Advance service fee.
- A monthly minimum account balance fee of SGD5 will be charged for each Singapore Dollar deposit account you hold with us, if the account's average daily balance falls below SGD2,000 for the calendar month.

To help ease you through the above changes, you will not be charged any minimum account balance fees for any of your SGD deposit accounts between 1 November 2020 and 30 April 2021. Refer to Question 18 for more details.



Please refer to the following table for the summary of these changes for HSBC Advance customers:

Before 1 November 2020:				
HSBC Advance service fee applies if the respective HSBC Advance eligibility criteria is not met. No minimum account balance fee will apply for each deposit account held with HSBC.				
HSBC Advance Banking				
HSBC Advance monthly service fee	SGD10			
Eligibility requirement	Based on HSBC Advance criteria enrolled in			
With effect on 1 November 2020:				
HSBC Advance eligibility criteria and related service fee will be removed. Minimum account balance fee will apply for each deposit account held with HSBC.				
	SGD Current Account	SGD Savings Account	Everyday Global Account	HSBC Flexi Account
Monthly minimum account balance fee	SGD5.00	SGD5.00	SGD5.00	SGD5.00
Monthly minimum average daily balance	SGD2,000	SGD2,000	SGD2,000	SGD2,000

To further illustrate this, please refer to the following example scenarios, assuming the minimum account balance fees will be effective 1 November 2020:

Scenario #1:

John is enrolled into HSBC Advance with the eligibility criteria of maintaining a **minimum Total Relationship Balance (TRB) of SGD30,000**.

This means currently, he needs to maintain a TRB of at least SGD30,000 which can comprise of his deposits, market value of investments and/or surrender value of insurance to remain qualified for HSBC Advance.

Based on his current TRB, he will not be charged the SGD10 Advance service fee for the calendar month. No minimum account balance fee will apply for each of his deposit accounts held.

From 1 November 2020, the SGD5 minimum account balance fee will be charged for each of his deposit accounts as each account's average daily balance is below SGD2,000.

Account	Monthly average daily balance/value	Before 1 Nov 2020: HSBC Advance service fee applies	From 1 Nov 2020: Minimum account balance fee applies
Everyday Global Account	SGD1,000	N.A. since SGD30,000 TRB criteria is met	SGD5
SGD Current Account	SGD500		SGD5
SGD Savings Account	SGD1,500		SGD5
Investments	SGD20,000		N.A.
Insurance	SGD7,000		N.A.
TOTAL	SGD30,000	N.A.	SGD15

Scenario #2:

Mary is similarly enrolled into HSBC Advance with the eligibility criteria of maintaining a **minimum TRB of SGD30,000**. However, currently she does not meet the minimum SGD30,000 TRB criteria and thus is charged with the SGD10 Advance service fee.

From 1 November 2020, only her HSBC Everyday Global account will be charged with the SGD5 minimum account balance fee, as the average daily balance is below SGD2,000.

Account	Monthly average daily balance/value	<u>Before 1 Nov 2020:</u> HSBC Advance service fee applies	<u>From 1 Nov 2020:</u> Minimum account balance fee applies
Everyday Global Account	SGD1,000	SGD10	SGD5
SGD Current Account	SGD4,000		N.A. since SGD2,000 average daily balance criteria is met
SGD Savings Account	SGD5,000		N.A. since SGD2,000 average daily balance criteria is met
Investments	-		N.A.
Insurance	-		N.A.
TOTAL	SGD10,000	SGD10	SGD5

Scenario #3:

Harry is enrolled into HSBC Advance with the eligibility criteria of making a **salary credit/recurring deposit of at least SGD3,500 per month** and holding an HSBC Credit Card.

As he has an average daily balance of at least SGD2,000 per deposit account, he will not be charged the SGD5 minimum account balance fee after 1 November 2020.

Account	Monthly average daily balance/value	<u>Before 1 Nov 2020:</u> HSBC Advance service fee applies	<u>From 1 Nov 2020:</u> Minimum account balance fee applies
Everyday Global Account	SGD2,000	N.A. since salary crediting/recurring deposit criteria is met	N.A. since SGD2,000 average daily balance criteria is met
SGD Current Account	SGD3,000		N.A. since SGD2,000 average daily balance criteria is met
SGD Savings Account	SGD5,000		N.A. since SGD2,000 average daily balance criteria is met
Investments	-		N.A.
Insurance	-		N.A.
TOTAL	SGD10,000	N.A.	N.A.

16. Will my loan repayment account (for my mortgage or personal loan) be charged any minimum account balance fees?

No, the minimum account balance fee waiver will continue to apply to your loan repayment account until your loan is fully repaid.

Please note that if you have any other deposit accounts with us (excluding your loan repayment account), the minimum account balance fees will apply. From 1 November 2020 to 30 April 2021, you will not be charged any minimum account balance fees for any of such SGD deposit accounts. Refer to Question 18 for more details.

17. I have an existing time deposit with HSBC. Does this mean I need to maintain a minimum of SGD2,000 for my deposit accounts?

Yes, the minimum average daily balance of SGD2,000 and corresponding minimum account balance fee of SGD5 will apply for your SGD deposit accounts. This is regardless of your time deposit amount held with us.

18. How do I enjoy the minimum account balance fee waiver from 1 November 2020 to 30 April 2021?

To help ease you through the changes to your deposit account fees, all HSBC Personal Banking customers (including existing HSBC Advance customers) will not be charged any minimum account balance fees for their SGD deposit accounts between 1 November 2020 and 30 April 2021. This fee waiver will be accorded automatically and there is no need for you to enroll or register in order to be eligible.

If you have multiple deposit accounts with us, you may also wish to consolidate them during this period. Refer to Question 19 for more details.

19. I currently hold multiple accounts with HSBC. How can I consolidate my accounts?

Before proceeding to consolidate your accounts, you may wish to consider if you need chequeing services and/or have existing GIRO or standing instructions.

If you need access to chequeing services, please note you would need to continue using your existing current account and related cheque book.

If you have any existing GIRO or standing instructions, please make the relevant arrangements to terminate them and apply to set up the new instructions to your deposit account. While this is being set up, please ensure to make the necessary payments for your respective bills.

If you wish to consolidate your funds into just one of your HSBC accounts, you can do so conveniently via online banking:

- 1) Log on to online banking or HSBC Singapore App
- 2) Under 'Move money', transfer funds to your own HSBC account you would like to consolidate with.
- 3) Your funds transfer will be processed instantly.

Thereafter, you may seek further assistance on consolidating your accounts by:

- 1) Calling us at 1800-HSBC NOW (1800-4722 669); or
- 2) Visiting any of our HSBC branches.



20. How is the minimum SGD2,000 average daily balance different from the minimum SGD2,000 deposit in fresh funds to HSBC Everyday Global Account under the monthly criteria for the HSBC Advance Credit Card 1% Bonus Cashback?

a) Minimum SGD2,000 average daily balance:

This refers to the average daily balance for that calendar month you will need to maintain in each of your Singapore dollar Current / Savings Accounts held with HSBC Bank (Singapore) Limited in Singapore – this includes but is not just limited to HSBC Everyday Global Account SGD Savings. If your account's average daily balance falls under SGD2,000 in that calendar month, a monthly SGD5 service fee would apply.

For illustration, if your account has SGD1,000 at the start of the month and you transfer in another SGD1,000 by mid-month, the minimum account balance fee is chargeable as your account's average daily balance for the calendar month is below SGD2,000. However, if at the beginning of the month you have a minimum balance of SGD2,000 and your balance is maintained throughout the month, the minimum balance fee is not chargeable.

Please note you will not be charged any minimum account balance fees on your SGD deposit accounts from 1 November 2020 to 30 April 2021, to ease you through these changes as part of the integration of HSBC Advance into HSBC Personal Banking. Refer to Question 18 for more details about the fee waiver period.

b) Minimum SGD2,000 deposit in fresh funds:

This is pertaining to the new 1% Bonus Cashback monthly criteria for HSBC Advance Credit Card (see below), and is specifically for HSBC Everyday Global Account only.

- ✓ Deposit a minimum of SGD2,000 in fresh funds to your HSBC Everyday Global Account; and
- ✓ Make at least 5 qualifying transactions on your HSBC Advance Credit Card.

The SGD2,000 in fresh fund deposit has to be made to your Everyday Global Account; if it is deposited to another account (e.g. Current Account), it will not qualify to meet the deposit criteria for the 1% Bonus Cashback. The deposit also needs to be fresh funds from outside of HSBC into your HSBC Everyday Global Account. Funds transfers from existing HSBC Banking deposit accounts or via HSBC cheque, cashier's orders or demand drafts will not qualify.

E. Servicing & other information

21. How can I find out more about these changes?

HSBC Advance and HSBC Personal Banking who opened their accounts with us before 1 October 2020 will receive a notification from us via at least one of the following channels: i) email ii) SMS iii) direct mail. This will be sent to you based on your email address, mobile number and mailing address registered with the bank. These changes are also published on our public website. We encourage our customers to regularly update their contact details for us to be able to inform you of any such updates and enhancements.

For existing HSBC Advance Credit Cardholders, you will also receive communications detailing the upcoming changes on the Advance Credit Card Cashback Programme and annual credit card fee waiver.

You may visit www.hsbc.com.sg/pb2020 to view more details about the upcoming HSBC Personal Banking experience. Our Live Chat service is also available on weekdays from 8.30am to 10.00pm and on weekends (including public holidays) from 10.00am to 10.00pm, to assist you with any queries you may have on HSBC Personal Banking.



22. Can I still use the HSBC Advance hotline?

We will be progressively phasing out the HSBC Advance hotline number (65) 6227 8886 over time.

Our Live Chat service is available at www.hsbc.com.sg on weekdays from 8.30am to 10.00pm and on weekends (including public holidays) from 10.00am to 10.00pm, to assist you with any queries you may have on HSBC Personal Banking.

For any further queries, please contact us via the HSBC Personal Banking hotline at 1800-HSBC NOW (1800-4722 669).

23. As an existing HSBC Advance customer, will I still be served by my Advance Wealth Manager?

Yes, you can continue to engage and speak with your Advance Wealth Manager for any financial needs you might have. Kindly note that going forward, he/she will be known as a Personal Wealth Manager, and this renaming of titles will not impact the way we serve you.

24. Will the HSBC Advance priority queue still be available at HSBC branches?

From 1 November 2020, the HSBC Advance queue will be removed and integrated with the HSBC Personal Banking queue. Please note this enhancement will not impact your servicing experience.