



HSBC Frequently asked questions

1) When is the last day that I must close my Safe Deposit Locker at HSBC?

The last day to close your Safe Deposit Locker is 30th September 2024.

2) What should I do before 30 September 2024?

Please email us to make an appointment and visit the branch where you lease the Safe Deposit Locker to remove the contents and close off your locker by 30th September 2024.

For Safe Deposit Lockers that are leased under Joint lessees, closure can be performed by the lessee(s) in accordance with the signing instructions for the Safe Deposit Locker.

- If the instruction is to sign singly, any lessee can visit the HSBC branch to perform the closure procedure.
- If the signing instructions require more than one lessee to operate the locker, all lessees should visit the HSBC branch to perform the closure together.

Please bring along the following items:

1. Original NRIC/ Passport for the relevant lessee(s).
2. Original Safe Deposit Locker key(s) which was issued at the start of the locker rental.

Upon the collection of the locker's contents and the closure of the locker, any rental fees that have been paid by you in respect of the remaining term of your lease will be refunded.

If you are unable to visit us by 30th September for the above actions, please contact us at the following for assistance.

HSBC Claymore Branch – cme_sdb@hsbc.com.sg

HSBC Serangoon Garden Branch – srg_sdb@hsbc.com.sg

If there are no arrangements made for the collection of the contents and the closure of the locker by 30th September 2024, we will proceed to open the locker, document the contents before sealing the contents for safekeeping for 8 weeks. This will be performed in the presence of an appointed independent witness.

3) What are the opening hours for HSBC Claymore Branch and Serangoon Garden Branch?

Banking Hours

Safe Deposit Locker service: (Mon - Fri 9:30am - 4:30pm, Sat 9:30am - 12:00pm)

Closed on Sunday and Public Holidays

4) What are the procedures for me to terminate my Safe Deposit Locker?

You may terminate the Safe Deposit Locker with the below actions:

1. The relevant lessee(s) (in accordance with the signing instructions for the locker) will need to visit the HSBC Branch with their original NRIC/ passport.
2. Remove all contents from your locker.
3. Return the safe deposit keys.
4. Pay any outstanding rental owed, if any.
5. Authorize the closure by signing the required documentations from the Bank.

For Safe Deposit Locker under Joint lessees, closure can be performed by lessee(s) in accordance with the signing instructions for the Safe Deposit Locker.

- If the instruction is to sign singly, any lessee can visit the HSBC Branch to perform the closure procedure.
- If the instruction is to sign jointly, all lessees are to visit HSBC Branch to perform the closure together.

5) What if I have lost the keys to my Safe Deposit Locker?

We do not retain any duplicate keys for the lessee's locker. In the event of a lost key, please notify us at cme_sdb@hsbc.com.sg (HSBC Claymore Branch) or srg_sdb@hsbc.com.sg (HSBC Serangoon Garden Branch) accordingly and we will arrange for an appointment with you and a locksmith to force open the locker. All lessee(s) will need to be present at the HSBC Branch with their NRIC/Passport during the appointment.

For lost keys, the following charges will be imposed:

- Break Box Charge - S\$200 (excluding GST)
- The old Key Deposit will be forfeited

6) Can I empower/authorize someone to close the Safe Deposit Locker account on my behalf as I am overseas?

Please contact the Bank at cme_sdb@hsbc.com.sg (HSBC Claymore Branch) or srg_sdb@hsbc.com.sg (HSBC Serangoon Garden Branch) accordingly for further assistance in this matter.

7) What are the procedures for breaking open my Safe Deposit Locker?

If you are unable to collect your items by 30th September 2024, we will proceed to open the locker, document the contents before sealing the contents for safekeeping. This will be performed in the presence of an appointed independent witness. Please note that this may include the opening of any sealed envelopes or containers within the locker.

The contents will be safe kept with the Bank for 8 weeks, after which we may elect to dispose of the items if they are not claimed by the lessee(s). We shall not be liable for loss, damage, or breakage to the contents of the locker during drilling, inventorying, or shipping of the contents. You will not be required to pay for the cost of breaking open the locker under this exercise.

8) What if one of the joint lessees is unable to visit the HSBC Branch to close the Safe Deposit Locker? Can the joint lessee authorize someone to close the Deposit Locker on his behalf?

For Safe Deposit Locker under Joint lessees, closure can be performed by lessee(s) in accordance with the signing instructions for the Safe Deposit Locker.

- If the instruction is to sign singly, any lessee can visit the HSBC Branch to perform the closure procedure.
- If the signing instructions require more than one lessee to operate the locker, and some lessee(s) is/are unable to visit the HSBC Branch, please contact us at cme_sdb@hsbc.com.sg (HSBC Claymore Branch) or srg_sdb@hsbc.com.sg (HSBC Serangoon Garden Branch) accordingly for more information.

9) Why is HSBC closing the Safe Deposit Box (SDB) Service?

The Bank regularly reviews our products and services in accordance with the needs of our customers and the direction of the Bank. We have determined that the SDB business today does not form a core part of our banking proposition.

10) I have already been charged fees for the Safe Deposit Locker for the entirety of the 2024 year. How will the fees be refunded back to me?

As fees are charged for the anniversary year ahead, you will be refunded the pro-rated amount from the month you arrive to clear your boxes to the end of the anniversary period.

11) What are my alternatives in Singapore for Safe Deposit Locker services?

There are alternative commercial companies offering such services in Singapore, and details of some of these companies' services can be found online, for example:

CERTIS

www.certisgroup.com/solutions/safe-deposit-box

SECOM

www.secom.com.sg.

We are sharing two examples for your convenience, and we encourage you to contact them directly if you are interested in their services. Please note that HSBC does not represent nor recommend any of the listed companies, nor are we remunerated for sharing the information.

12) How do I contact HSBC if I have further queries?

If you require further assistance or information, please contact your relationship manager or chat with us on the HSBC Singapore mobile app.