

HSBC Sri Lanka sells retail banking business to Nations Trust Bank

Key FAQs:

	Question	Answer
1	What happens to my registered payees that have been set up for making an international payment to third party accounts in HSBC Sri Lanka (GTFF payments)?	<p>Your existing registered payees that have been set up for making an international payment to third party accounts in HSBC Sri Lanka (Global Transfer Family and Friends payments) will be removed at 00:00 AM SGT on 19 April 2026. As a result, any recurring payments scheduled on or after 19 April 2026 will not be processed. Please review and, where necessary, make alternative payment arrangements.</p> <p>For any future international payments to these beneficiaries, you will have to set them up as a new payee at Nations Trust Bank (NTB) from 00:00 AM SGT on 19 April 2026.</p>
2	Will I still be able to use Global View Global Transfers to pay my self-named accounts in Sri Lanka?	<p>No. Global View Global Transfers payments to self-named accounts in Sri Lanka won't be supported after the cut-off. Your linked Global Transfer profiles to HSBC Sri Lanka will be removed at 00:00 AM SGT on 19 April 2026. Key dates:</p> <ul style="list-style-type: none">• Last day to access your HSBC Sri Lanka account via Global View: 18 April 2026• Last time to initiate a Global Transfer to your self-named HSBC Sri Lanka account: Before 00:00 AM SGT on 19 April 2026• Last time to initiate transactions to third-party accounts in HSBC Sri Lanka: Before 00:00 AM SGT on 19 April 2026
3	What will happen to my future dated payments to self-named accounts in HSBC Sri Lanka (GT payments)?	<p>All scheduled future dated /recurring Global Transfers payments to self-named accounts in HSBC Sri Lanka will be cancelled effective 00:00 AM SGT on 19 April 2026.</p>

4	What alternative options are available to make an international transfer to personal bank account in Sri Lanka post effective date?	You'll need to re-add the recipient as a new payee (with updated details) via the HSBC app or Internet Banking. Once added, you can send money.
5	Who can I contact if I have any problem with my payment?	If you experience any issues with your payment, you can reach out to us using the details below. Personal banking customers can call us on +6564722669, and Premier customers can call us on +6562278889.
6	What happens if my payment is not processed before 19 th April 2026.	Post 00:00 AM SGT on 19 April 2026, all the payments will be stopped, and error message would be displayed.
7	Will I have to update my international beneficiary's information for international payments to personal bank account in Nations Trust Bank (NTB) post effective date?	Yes, your relevant registered Global Transfer Family and Friends payees to HSBC Sri Lanka will be removed at 00:00 AM SGT on 19 April 2026. For any future international payments to these beneficiaries, you will have to set them up as new payee with updated information. You may further contact beneficiary for their Nations Trust Bank (NTB) account details.
8	Will I be able to continue making SWIFT transfers/telegraphic transfers from other banks to HSBC Sri Lanka?	No, you will no longer be able to make SWIFT transfers to HSBC Sri Lanka. For any future SWIFT payments to your beneficiaries in Sri Lanka, you will have to set them up as a new payee with updated information.
9	Is there any impact to HSBC Sri Lanka corporate or institution banking?	There is no impact on the products and services provided by HSBC Sri Lanka to corporate and institution banking, and all remain business as usual.