



Frequently Asked Questions: Conversion to electronic statements

1. I have received a notification that I will be moved to electronic statements.

Why is HSBC converting my paper statements to electronic statements?

As part of HSBC's commitment to a net-zero economy, we are moving away from paper statements. In addition to being a more sustainable option, electronic statements can conveniently be retrieved and viewed via the HSBC Singapore app.

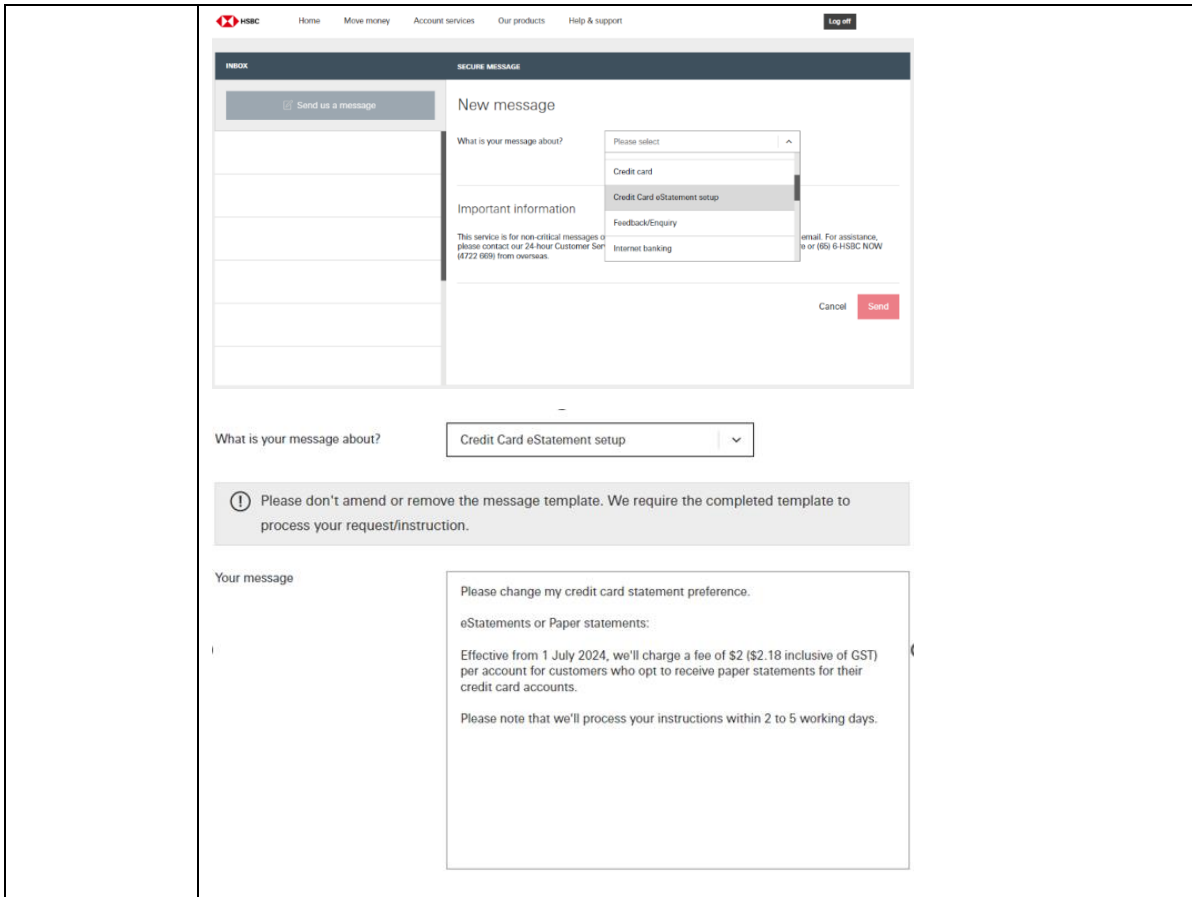
2. When will the conversion to electronic statements take place?

You will only receive electronic statements for your credit card accounts from 24 June 2024. From this day, you will be able to access your statements via HSBC Singapore app or HSBC Online Banking the moment they are available.

3. I still prefer to receive paper statements. How can I revert?

After 1 July 2024, you can opt to receive paper statements using either of the two channels below. If your request is submitted 5 working days before your next statement date, you will receive paper statements from next cycle. Please note that a fee of \$2 (\$2.18 inclusive of GST) per account will be charged monthly for paper statements. The fees collected will be used to further our commitment to a global net zero economy.

Option A:	Visit HSBC Singapore website > Help > Forms and Downloads > Credit Card e-mail statements opt-out form
Option B:	Step 1: Log on to HSBC Online Banking and hover over Account Services on the top menu. Under ' Send us a message ', select 'Credit Card Estatement setup' to provide your instruction to switch to Paper Statement



The screenshot shows the HSBC 'New message' form. At the top, there is a navigation bar with 'Home', 'Move money', 'Account services', 'Our products', and 'Help & support', along with a 'Log off' button. The main heading is 'NEWIX SECURE MESSAGE'. Below this, there is a 'Send us a message' button and a 'What is your message about?' dropdown menu. The dropdown menu is open, showing options: 'Please select', 'Credit card', 'Credit Card eStatement setup' (which is selected), 'Feedback/Enquiry', and 'Internet banking'. To the right of the dropdown, there is a note: 'This service is for non-critical messages or please contact our 24-hour Customer Set (1772 699) from overseas.' and 'email. For assistance, or (65) 6-HSBC NOW'. Below the dropdown, there is a 'Cancel' button and a red 'Send' button. A warning message states: 'Please don't amend or remove the message template. We require the completed template to process your request/instruction.' The 'Your message' section contains the following text: 'Please change my credit card statement preference. eStatements or Paper statements: Effective from 1 July 2024, we'll charge a fee of \$2 (\$2.18 inclusive of GST) per account for customers who opt to receive paper statements for their credit card accounts. Please note that we'll process your instructions within 2 to 5 working days.'

4. Can I choose not to be converted and continue to receive paper statements before 1 July 2024?

If you have received email and/or SMS from HSBC on converting your paper statements to electronic statements, you will not be able to opt-out before the conversion date.

5. Can I request for a paper statement after I have been converted to electronic statements?

Yes, you can request for paper statements with a statement retrieval fee charged. For details, please refer to the [Fees and Charges](#).



Frequently Asked Questions: Paper Statement Fees

6. Why is HSBC imposing a Paper Statement Fee?

HSBC has publicly committed to a net-zero economy, and would like to encourage our customers to join us on the journey. However, we understand some customers may have preferences to remain on paper statements. The fees collected will help offset the impact from this.

7. Is this another way for the Bank to earn more money from their customers?

No. All fees collected will be used for our commitment to a global net zero economy.

8. When will the Paper Statement Fees be implemented? What are the fees?

HSBC will begin charging a monthly Paper Statement Fee of \$2 (\$2.18 inclusive of GST) per account for customers who opt to receive paper statements for their credit card accounts from 1 July 2024 onwards. Refer to the prevailing [Fees and Charges](#) for the latest pricing.

9. Which accounts will be charged?

Customers holding on to USD and SGD credit cards will be charged a Paper Statement Fee if they opt to receive paper statements.

10. Are there customers who will be exempted from the Paper Statement Fee?

The fee is waived if you are aged below 21 or above 65 (based on birthday month).

11. The current month is May and my 66th birthday is in June. Would I be charged the Paper Statement Fees?

Yes, you will still be charged the Paper Statement Fee. You will only be excluded from this fee after your 66th birthday.



12. I have multiple supplementary cards, how are the Paper Statement Fees being charged?

Charges will be levied on the primary card – account level.

13. I have a USD credit card, will I be charged SGD2 or USD2 per account per month for the statement fee?

A statement fee of USD2 per account per month will be charged to the USD credit card statement.

14. I have previously requested not to be converted to eStatement, why is the bank still converting my statement to eStatement?

This is the bank's initiative to paperless, so we are converting all customers on paper statements to be on eStatement.