



**Annex A:**

Please follow the instructions properly for us to process your request on time. We'll process your requests within 5-7 banking days from receipt of your request.

Credit Cards				
Type of Request	Auto-debit Arrangement (ADA) refund for Sept2020 due date	Reverse cash payment/PDC on Sept2020	Auto-debit Arrangement (ADA) suspension	
Send an Email to:	<a href="mailto:cards@hsbc.com.ph">cards@hsbc.com.ph</a>			
Place this in the Subject Line:	ADA refund request for Sept 2020 due date	Reverse my payment on Sept2020	Suspend my ADA during the grace period	
Provide the ff. in the email body	<ul style="list-style-type: none"> <li>• Full name (Last Name, First Name)</li> <li>• Mobile number</li> <li>• HSBC Credit Card Type + Last 4 digits of HSBC Credit Card number</li> </ul>	<ul style="list-style-type: none"> <li>• Full name (Last Name, First Name)</li> <li>• Mobile number</li> <li>• HSBC Credit Card Type + Last 4 digits of HSBC Credit Card number</li> </ul> <p>Other bank details where we'll transfer the funds online</p> <ul style="list-style-type: none"> <li>• Bank Name</li> <li>• Bank Account Number</li> <li>• Bank Account's Complete Name</li> <li>• Account Type (Checking/Savings)</li> </ul>	<ul style="list-style-type: none"> <li>• Full name (Last Name, First Name)</li> <li>• Mobile number</li> <li>• HSBC Credit Card Type + Last 4 digits of HSBC Credit Card number</li> <li>• Choose 2 consecutive months to suspend ADA which is aligned with your one-time 60-day grace (ex. Oct and Nov 2020)</li> </ul>	
Deadline to submit your requests	20-Oct-20		10 days before your ADA date	
Personal Loans (non-EPP)				
Type of Request	Auto-debit Arrangement (ADA) refund on Sept2020	Reverse cash payment/PDC on Sept2020	Auto-debit Arrangement (ADA) suspension	Doesn't want to avail of the 60-day grace period
Send an Email to:	<a href="mailto:banking@hsbc.com.ph">banking@hsbc.com.ph</a>			
Place this in the Subject Line:	ADA refund request for Sept 2020 due date	Reverse my payment on Sept2020	Suspend my ADA during the grace period	PIL OPT OUT OF BARO
Provide the ff. in the email body	<ul style="list-style-type: none"> <li>• Full name (Last Name, First Name)</li> <li>• Mobile number</li> <li>• Personal Loan Account No.</li> </ul>	<ul style="list-style-type: none"> <li>• Full name (Last Name, First Name)</li> <li>• Mobile number</li> <li>• Personal Loan Account No.</li> </ul> <p>Other bank details where we'll transfer the funds online</p> <ul style="list-style-type: none"> <li>• Bank Name</li> <li>• Bank Account Number</li> <li>• Bank Account's Complete Name</li> <li>• Account Type (Checking/Savings)</li> </ul>	<ul style="list-style-type: none"> <li>• Full name (Last Name, First Name)</li> <li>• Mobile number</li> <li>• Personal Loan Account No.</li> <li>• Choose 2 consecutive months to suspend ADA which is aligned with your one-time 60-day grace (ex. Oct and Nov 2020)</li> </ul>	<ul style="list-style-type: none"> <li>• Full name (Last Name, First Name)</li> <li>• Mobile number</li> <li>• Personal Loan Account No.</li> </ul>
Deadline to submit your requests	20-Oct-20		10 days before your ADA date	20-Oct-20