



## Customer FAQs

### 1. Why is HSBC Savings Bank closing?

HSBC Savings Bank (Savings Bank) will cease operations as part of HSBC's strategic plan to simplify how we serve our customers under a single banking entity – The Hongkong and Shanghai Banking Corporation Limited – Philippine Branch (HSBC Philippines). This move will provide customers such as yourself with an improved and streamlined journey that will allow access to HSBC's international banking services and expertise coupled with a wider range of locally available products.

### 2. Is HSBC pulling out from the Philippines similar to other foreign banks?

- No. HSBC continues to be committed in serving our existing and future customers.
- HSBC Philippines has been serving the country for over 147 years. We look forward to continuing this commitment for years to come.
- HSBC Philippines has invested over USD6 million to establish our new Wealth brokerage firm (HSBC Investment & Insurance Brokerage, Philippines Inc. that will enable eligible clients (including HSBC Savings Bank customers who will transfer to HSBC Philippines) to access leading wealth management services to meet their financial goals.
- Lastly, HSBC Philippines is committed in serving our growing Corporate Banking business.

### 3. Why would it be better for me to bank with HSBC Philippines as a result of HSBC Savings Bank's closure?

- You will enjoy a simpler and faster way to transact with the bank.
- You will have access to the complete range of retail banking and wealth management services, which were previously not available through the Savings Bank.
- HSBC Premier clients will now have a single point of contact – your designated Relationship Manager. You will no longer need to speak to different account officers in each HSBC entity.
- HSBC Philippines will continue to be safe haven to keep your funds secure, via access to the global banking network of a leading international bank in the world.

### 4. What should I expect before and after HSBC Savings Bank is closed (branch closure date is on May 31, 2023)?

- There are no changes for now. You can continue to access your funds & perform your transactions as usual through our branch, ATM, online & mobile banking, and PhoneBanking channels.
- We will provide you with more information on the transfer of your banking relationship to HSBC Philippines as we near our target migration date. At the moment, we are in the process of preparing all requirements for this transition including all requisite regulatory requirements.
- From Dec22 to Feb23, you will have the opportunity to OPT OUT from the migration (i.e., choose not to have your HSBC Savings Bank relationship transferred to HSBC Philippines). We however encourage you to stay with HSBC (in which case, no action is expected from you). This would allow you to continue to enjoy the international banking services you currently enjoy in HSBC Savings Bank and more!

#### During the Migration of HSBC Savings Bank Depositors to HSBC Philippines

- During the migration to HSBC Philippines, new deposit accounts (current/savings accounts) will be opened for you. While this would require issuing you new account numbers, the new accounts will function exactly the same way as your HSBC Savings Bank accounts.
- New HSBC Philippines debit cards and PINs, checkbooks and Online Banking security tokens will be issued to you.
- In case you have arranged to use any of your HSBC Savings Bank deposit account/s, debit card/s, online banking, or checkbooks for any recurring bills payment transactions, you will need to set up a new one for each bill.
- Your HSBC Savings Bank Term Deposits can no longer be rolled over once it matures. In case its maturity date exceeds the designated cutoff date, it will need to be pre-terminated. Don't worry. We'll advise you beforehand while ensuring that your proceeds are credited into a new settlement savings account. Upon transfer to HSBC Philippines, the funds will be held in a separate savings account, to help keep the funds segregated from your existing monies. Your new HSBC Philippines branch of account will contact you to discuss what options you can do with your funds (e.g. open a new TD, place it in investments and/or insurance).

#### During the Migration of HSBC Savings Bank Loan Customers to HSBC Philippines

- HSBC Philippines shall be acquiring the entire loan portfolio of HSBC Savings Bank covering Personal Installment Loans (PILs), Home Loans and AssetLink via a Purchase & Sale Agreement
- Under our Terms and Conditions, there is no need for you to provide your consent to the transfer of your loan account from HSBC Savings Bank to HSBC Philippines. This will be done automatically once regulatory approvals are secured and the transaction is completed.
- While HSBC Philippines will need to issue you a new loan account number for each of your HSBC Savings Bank loan account/s, the terms associated with your original loan will remain the same. Your loan's interest rate, monthly amortization amount, amortization due date and term will remain the same.
- For mortgage:
  - i. The custody of mortgage loan documents (title, insurance) will also be transferred when the new account number is issued.
  - ii. The Terms and Conditions in the Promissory Note, Loan Agreement, Facility Offer Letter, Real Estate Mortgage Contract and such other documents executed by you and your co-borrower/s and co-mortgagor/s shall remain unchanged and in full force and effect.

- iii. For succeeding/replacement Mortgage Redemption Insurance (MRI) and fire insurance policies, you will need to provide an original endorsement letter in favor of The Hongkong and Shanghai Banking Corporation Limited – Philippine branch.

We will also open a new HSBC Philippines current/savings account for you in case you have an Automatic Debit Arrangement (ADA) with HSBC Savings Bank to pay for your loan account/s. Once opened, you will need to arrange to fund your loan amortization payments into this new ADA account.

For Personal Installment Loans, you may continue to use the same payment channels, payable to HSBC Philippines

**5. Do I need to agree or provide consent prior to the transfer of my HSBC Savings Bank account to HSBC Philippines?**

- No. There is no need for you to provide us with your consent for us to proceed with the transfer of your banking relationship to HSBC Philippines.
- The Terms & Conditions of your HSBC Savings Bank account allow us to share your customer information and documents with members of the HSBC Group including HSBC Philippines; as such, no action is necessary from your end at this point. We'll contact you in case there are any steps that may be required from you.
- For your convenience and to help ensure a seamless transition, we will take care of the steps required in order to transfer your banking relationship to HSBC Philippines.
- Please inform us should you decide not to continue your banking relationship with HSBC. Please follow the instructions we will send to you via email and SMS on how to OPT OUT from the migration to HSBC Philippines. Alternatively, you may also contact us through the following channels:
  - i. Your Branch of Account
    - HSBC Savings Bank Alabang, Madrigal Avenue, Muntinlupa City
    - HSBC Savings Bank Greenhills, Greenhills Shopping Center, San Juan
    - HSBC Savings Bank Rockwell, Power Plant Mall, Makati
  - ii. Your HBPH Premier Relationship Manager (for HSBC Premier clients)
  - iii. 24/7 Contact Centre – +63 (2) 8858-0000 for Personal Banking clients and +63 (2) 8858-0800 for HSBC Premier customers
- For HSBC Savings Bank loan customers who decide not to continue the loan with HSBC Philippines, please contact your HSBC Savings Bank branch of account so we can provide you with the information needed in order for you to fully settle / pay off your total outstanding balance of your loan and corresponding pre-termination charges.

**6. When will you transfer my HSBC Savings Bank funds to HSBC Philippines?**

We aim to transfer your entire banking relationship including your funds and loans to HSBC Philippines by the second quarter of 2023, subject to regulatory approvals. We'll notify you with more information and the corresponding instructions and reminders once the target date is finalized.

**7. Do all Joint account holders need to provide their disposition on whether to participate or opt out from the migration to HSBC Philippines?**

- For accounts with signing arrangement 'Anyone to sign' (Or): No. We will automatically exclude your banking relationship and accounts from the migration should we receive OPT OUT instructions from any one of the joint account holders of your account.
- For accounts with signing arrangement 'All to sign' (And): Yes, all account holders will need to provide disposition

**8. How will you handle my Time Deposit Account/s during the migration to HSBC Philippines?**

- We will no longer renew/rollover your HSBC Savings Bank Time Deposit Account/s. Your Time Deposit account/s will be allowed to mature and then credited to its designated settlement account. If you no longer have a savings/current account with us, we will open one for you.
- In case the maturity date of your Time Deposit goes beyond the scheduled fund transfer date, your Time Deposit account will need to be pre-terminated by a designated cutoff date with proceeds credited into a new settlement savings account.
- If your Time Deposit has been pre-terminated, you will be paid interest at the agreed interest rate earned as at the date of pre-termination.
- The bank will not be collecting any fees and charges related to the pre-termination of your time deposit as part of the migration process.
- Upon transfer to HSBC Philippines, the funds will be held in a new savings account to help keep the funds segregated from your existing monies.
- Your new HSBC Philippines branch of account will contact you to talk to you on which options you can avail using your funds (e.g. open a new Time Deposit, place in investments and/or insurance)

**9. Do I need to re-register for Online Banking?**

- Yes. As you will be assigned new HSBC Philippines account numbers, you will need to register these under Online Banking. You will also need to re-enroll your Payees / third party merchants / bills payment arrangements.
- We will send you a new Online Banking Security Token free of charge. Please use this to register your new HSBC Philippines account/s.
- We understand that this may be inconvenient for those of you with existing Online Banking account/s with the Savings Bank. We're sorry for this inconvenience; but this is required to ensure the security of your account and your Online Banking details.
- Please retain your existing HSBC Savings Bank Online Banking Security Token for use to access your HSBC Savings Bank account/s until such time that your HSBC Philippines account is fully set-up along with your Online Banking account in HSBC Philippines. This will ensure a seamless transition for you.

- 10. I expect to have inward remittances/transfers to my HSBC Savings Bank account after bank closure. What should I do?**
- Please contact the sender of funds immediately to make arrangements to send the funds to your new HSBC Philippines account/s.
  - HSBC Savings Bank will continue to monitor all accounts while the bank is still operating. We will coordinate directly with you in case we receive any inward remittances/transfers into your HSBC Savings Bank account after the Fund Transfer Date.
  - In case any remittances are sent to your HSBC Savings Bank account after bank closure, these will be automatically rejected with the funds returned back to the sender's account in the remitting bank.
- 11. I have issued Post-Dated Checks (PDCs). What happens to these in case HSBC Savings Bank is already closed?**
- Please coordinate with the persons or companies these PDCs were issued to so that these could be cancelled and subsequently replaced with new checks.
  - As mandated by the Philippine Clearing House Corporation (PCHC), all banks are required to replace their checkbooks with the new check format by the end of April 2023. As such, you will need to replace any PDC you issued using checks based on the existing check format.
- 12. I already have an account with HSBC Philippines. What happens next?**
- You will continue to maintain your existing account/s with HSBC Philippines.
  - You may choose to move your account/s under your HSBC Philippines account/s ahead of the migration. Your branch of account will be happy to assist you in this regard.
  - In case we do not receive any instruction from you, we will open new HSBC Philippines account/s corresponding to each of your HSBC Savings Bank account/s when we migrate your banking relationship to HSBC Philippines. This is to allow you and the bank to easily determine your account balance and validate your funds in each account when it is transferred from HSBC Savings Bank to HSBC Philippines.
- 13. What steps do I need to follow for the account/s of my deceased family / relative in the Savings Bank?**
- Please contact your deceased family member's branch of account. We will assist you in completing the steps necessary for you to claim your relative's funds.
  - HSBC Savings Bank will hand over your relative's account to HSBC Philippines as part of the migration process. Please coordinate directly with HSBC Philippines in case the HSBC Savings Bank account has already been closed.
- 14. Who can I speak to regarding the migration of my account/s to HSBC Philippines?**
- Your Branch of Account
    - HSBC Savings Bank Alabang, Madrigal Avenue, Muntinlupa City
    - HSBC Savings Bank Greenhills, Greenhills Shopping Center, San Juan
    - HSBC Savings Bank Rockwell, Power Plant Mall, Makati
  - Your HBPH Premier Relationship Manager (for HSBC Premier clients)
  - 24/7 Contact Centre – +63 (2) 8858-0000 for Personal Banking Clients and +63 (2) 8858-0800 for HSBC Premier customers
- 15. Will I have a new Premier Relationship Manager once I move to HSBC Philippines?**
- For now, you will continue to be supported by our current Premier Relationship Manager. We'll let you know if there will be any changes in the future.
- 16. I have an Automatic Debit Arrangement with HSBC Savings Bank for my HSBC Credit Card, Personal Installment Loan and Home Loan. What happens next?**
- In case you have an Automatic Debit Arrangement (ADA) with HSBC Savings Bank to pay for your loan account/s, we will open a new HSBC Philippines current/savings account for you. Once opened, you will need to arrange to fund your loan amortization payments into this new ADA account.
- 17. What is the impact of HSBC Savings Bank's closure to my existing investments and/or insurance policies?**
- There will be no impact or change to your existing investments and insurance policies
  - These were referred by the Savings Bank to HSBC Philippines and HSBC Investment & Insurance Brokerage, Philippines Inc. As such, these will continue to be serviced through HSBC Philippines and HSBC Investment & Insurance Brokerage, respectively.
  - If you do not wish to open an HSBC Philippines account, we will be unable to service your insurance and investment requirements. As such, HSBC Investment and Insurance Brokerage, Philippines Inc. will have to resign as your insurance and investment broker, and you will have to coordinate directly with your Insurance or Fund provider upon account closure.

**For Customers under Employee Banking Service / SalaryPlus / Corporate Employee Privilege Service**

- 18. Is my employer aware of the transfer of my payroll account in HSBC Savings Bank to HSBC Philippines?**
- We will be reaching out to your employer in the next few days following the public announcement.
  - Your payroll account and any loan account will be migrated to HSBC Philippines and will follow the same process as regular deposit and loan customers.
- 19. Can I choose not to move my payroll account to HSBC Philippines?**
- Please coordinate with your employer should you wish to have your payroll credited to another bank.