

Value Added Services

Personal Internet Banking (PIB)

Frequently Asked Questions

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HSBC

PUBLIC

General Queries

1.1 What are Value Added Services? How can this help me?

Value Added Services are a range of services from Personal Internet Banking (PIB) which allows a customer to carry out regular branch-based services from the convenience of their home or office. Services include:

Pre positive pay confirmation

Account statement

- eStatement
- Signed paper account statement from branch

Certificate

- Loan closing certificate (soft copy)
- Paper loan closing certificate from branch
- Loan tax certificate (soft copy)
- Paper loan tax certificate from branch
- Bank solvency certificate (soft copy)
- Paper bank solvency certificate from branch

ATM/Debit Card service

- Replace Debit card request
- Report lost ATM/Debit card
- Un-hot / activate lost ATM/Debit card
- New Debit Card Request

1.2 How much will I be charged for this service?

There are no additional charges for this on-line service. For paper statements, certificates and ATM card replacement, you will be charged as per the latest Retail

Banking and Wealth Management fees and charges. However, for eStatements and soft copies of certificates, there are no charges.

1.3 How do I register for this service?

No additional registration is required as long as you are a registered PIB user. If you are not a PIB user, please complete the PIB registration process.

1.4 How do I use this service?

Simple step-by-step demos are given the HSBC Bangladesh website.

1.5 What happens if I provide incomplete information while sending a service request through PIB?

Without all the required information, HSBC may not be able to process your request. Hence, your service request may not be completed if insufficient or inaccurate information is provided. You will receive a reply mail in PIB inbox against all Value Added Service requests you make. For rejected requests, the appropriate reason of rejection will be mentioned.

1.6 Is there any kind of daily cut-off time for using this service?

Yes. The cut-off time for Value Added Services is **5:00 PM on working days** (Sunday to Thursday). For soft copy statements and certificates, ATM lost report; you must send the request **before** the cut-off time so that it may be processed on the same day. For paper statement and certificate orders, requests submitted **before** the cut-off time will require **one working day** to be completed. For ATM card replacement the standard SLA will be followed. Requests made on **holiday** will be received by HSBC on **next working day**.

For **pre positive pay confirmation** the cut-off time is **1:00 PM on working days**.

1.7 Can I order signed paper certificates and account statements via PIB?

Yes. You can order for paper certificates and statement through PIB. Do note you will have to specify the name of the **HSBC branch** from where the certificate / statement will be collected. For paper statements and certificates, you will be charged as per the latest Retail Banking and Wealth Management fees and charges.

1.8 Can I get the paper account statement / certificate delivered to my correspondence address?

No. To ensure the security of customer information, such confidential documents are not sent to customer correspondence addresses. Hence, you will have to collect paper account statements and certificates from the HSBC branch you specified in your PIB request.

1.9 Where will HSBC email requests for soft copy statements and certificates?

HSBC will email any requested soft copy account statements and certificates to the email address you maintain with HSBC. However, confirmations and instructions on how to access the emailed documents will be sent to your PIB inbox.

1.10 How does HSBC ensure the security of the statements and certificates that are sent to my email address?

For ensuring maximum security, HSBC will send you **password protected** PDF copy of your requested certificate or account statement. You will receive the password and other relevant instructions in your PIB inbox.

1.11 Who do I contact if I face any problems or have any queries?

Should you have any queries or issues, please contact us through any of the below channels:

- HSBC Contact Centre: Within Bangladesh: 16240 & From Overseas: +88 096127 16240 (from 9:00 AM to 9:00 PM, Bangladesh Time, every day except government holidays).
- Email us at internet.banking@hsbc.com.bd
- Contact any HSBC branch in Bangladesh
- Contact your Relationship Manager