HSBC

1.1 Pre positive pay confirmation

You can give pre-positive pay confirmation on your cheque submitted to HSBC for clearing

Step 1: Log into your Personal Internet Banking account and select **Contact Centre**.
Step 2: Click **send message** and choose **Pre positive pay confirmation** as a message subject.
Step 3: In the message body, type your account number, cheque number, cheque amount, beneficiary name and cheque value date. Then click **send**.

Important notes:
- ✓ Cut-off time: 1:00 PM on working day
- ✓ Applicable criteria: clearing cheque BDT 500K & above

1.2 Account statement
a.   Account eStatement

You can apply for the soft copy of your account statements for the **last one year**.

Step 1: Log into your Personal Internet Banking account and select **Contact Centre**.
Step 2: Click **send message** and choose **eStatement to email** as a message subject.
Step 3: In the message body, type your account number and also the statement starting and ending date. Then click **send**.

You will receive a **password-protected eStatement** in your email address. The password details will be sent to your Personal Internet Banking inbox.

Note: eStatement of maximum last 1 (one) year is provided through Value Added Service.

b.   Signed paper account statement

You can apply for paper account statements for up to the **last two years**.

Step 1: Log into your Personal Internet Banking account and select **Contact Centre**.
Step 2: Click **send message** and choose **Signed paper statement from branch** as a message subject.
Step 3: In the message body, type your account number, the statement starting and ending date, and the branch name from where the statement will be collected. Then click **send**.

You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

Note: for Paper Statement you will be charged as per RBWM tariff. Paper statement of maximum last 2 (two) years is provided through Value Added Service.

1.3 Certificates
a.   Loan closing certificate (soft copy)

Now apply for loan closing certificates of loans closed up to **one year earlier**.

Step 1: Log into your Personal Internet Banking account and select **Contact Centre**.
Step 2: Click **send message** and choose **Loan closing certificate to email** as a message subject.
Step 3: In the message body, type your loan account number and loan closing date. Then click **send**.

You will receive a **password-protected loan closing certificate** in your email address. A confirmation message, once processing is completed, as well as the password details will be sent to your Personal Internet Banking inbox

![HSBC logo]

Note: Loan Closing Certificates are available after one month of Loan Closing date. Certificate for the loans closed less than 1 (one) year earlier is provided through Value Added Service.

b.   Paper loan closing certificate

Now apply for loan closing certificates of loans closed up to **one year earlier**.

Step 1: Log into your Personal Internet Banking account and select **Contact Centre**.
Step 2: Click **send message** and choose **Signed Loan closing certificate from branch** as a message subject.
Step 3: In the message body, type your loan account number, loan closing date, and the branch name from where the certificate will be collected. Then click **send**.

You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

Note: Loan Closing Certificates are available after one month of Loan Closing date. Certificate for the loans closed less than 1 (one) year earlier is provided through Value Added Service.

c.   Loan tax certificate (soft copy)

You can request loan tax certificate for the current year and the last year. The current year's loan tax certificate is issued after 15 July.

Step 1: Log into your Personal Internet Banking account and select **Contact Centre**.
Step 2: Click **send message** and choose **Loan tax certificate to email** as a message subject.
Step 3: In the message body, type your loan account number and tax collection date. Then click **send**.

You will receive a **password-protected loan tax certificate** in your email address. A confirmation message, once processing is completed, as well as the password details will be sent to your Personal Internet Banking inbox

Note: Loan Tax Certificate for current year and last year is provided through Value Added Service. Current year's Loan Tax Certificate is issued after 15th of July.

d.   Paper loan tax certificate

You can request loan tax certificate for the current year and the last year. The current year's loan tax certificate is issued after 15 July.

Step 1: Log into your Personal Internet Banking account and select **Contact Centre**.
Step 2: Click **send message** and choose **Signed Loan tax certificate from branch** as a message subject.
Step 3: In the message body, type your loan account number, tax collection date, and the branch name from where the certificate will be collected. Then click **send**.

You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

Note: for "Loan tax certificate (signed) from Branch" you will be charged as per RBWM tariff. Loan Tax Certificate for current year and last year is provided through Value Added Service. Current year's Loan Tax Certificate is issued after 15th of July.

e.   Bank solvency certificate (soft copy)

Step 1: Log into your Personal Internet Banking account and select **Contact Centre**.
Step 2: Click **send message** and choose **Bank solvency certificate to email** as a message subject.
Step 3: In the message body, type your account number and certificate date. Then click **send**.

You will receive a **password-protected bank solvency certificate** in your email address. A confirmation message, once processing is completed, as well as the password details will be sent to your Personal Internet Banking inbox

f.   Paper bank solvency certificate

Step 1: Log into your Personal Internet Banking account and select**Contact Centre**.
Step 2: Click **send message** and choose **Signed Bank solvency certificate from Branch**as a message subject.
Step 3: In the message body, type your account number, certificate date and the branch name from where the certificate will be collected. Then click**send**.

You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

Note: for "Signed Bank solvency certificate from Branch" you will be charged as per RBWM tariff.

1.4 ATM Card
a.   Replace ATM card request

Step 1: Log into your Personal Internet Banking account and select**Contact Centre**.
Step 2: Click **send message** and choose **Replace ATM card request** as a message subject.
Step 3: In the message body, type your account number, replacement reason (lost/broken/faulty in HSBC ATM etc.), error code printed in the ATM receipt, HSBC location where card got faulty. Then click**send**.

You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

b.   Report lost ATM card

Step 1: Log into your Personal Internet Banking account and select**Contact Centre**.
Step 2: Click **send message** and choose **Report ATM card lost** as a message subject.
Step 3: In the message body, type your account number, incident date and incident place. Then click**send**.

You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

c.   Un-hot / activate lost ATM card

Step 1: Log into your Personal Internet Banking account and select**Contact Centre**.
Step 2: Click **send message** and choose **Un-hot / activate lost ATM card**as a message subject.
Step 3: In the message body, type your account number, card lost report date. Then click**send**.

You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

1.5 Phone banking services
a.   Apply for new phone banking account

Step 1: Log into your Personal Internet Banking account and select**Contact Centre**.
Step 2: Click **send message** and choose **Apply for new Phonebanking**as a message subject.
Step 3: In the message body, type your account number. Then click**send**.

You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

b.   Normalise phone banking account

Step 1: Log into your Personal Internet Banking account and select**Contact Centre**.
Step 2: Click **send message** and choose **Apply for normalising Phonebanking**as a message subject.
Step 3: In the message body, type your account number. Then click**send**.

You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

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1.6 Common queries
a. Email address information update

In order to apply for eStatements or soft copy certificates, your email address information must be up-to-date.

Step 1: Log into your Personal Internet Banking account and select**Services**.
Step 2: Click **update personal information** and check **email address**. Once you have made the necessary changes, click **update** to proceed.
Step 3: Once you have reviewed the updated information, click**confirm**.
Step 4: In order to verify your identity, enter your security code generated from your security device and click **confirm**.

An acknowledgement page will show the changes made to your personal details.

b. Password retrieval for password protected statements and certificates

When you apply for an eStatement or a soft copy certificate, HSBC will send you a password protected statement / certificate. The password is sent separately to your Personal Internet Banking inbox.

Step 1: Log into your Personal Internet Banking account and select**Contact Centre**.
Step 2: Click **read message** and choose the message with the requested service name given as the message subject. In the message body, the password will be given.