

## Frequently Asked Questions

### **Question: How do I keep my Account(s) active?**

**Answer:** To keep your Account(s) active, simply perform any one of the following actions:

- Use your HSBC Credit or Debit Card to make a transaction or purchase;
- Perform deposits or withdrawals from your Account(s) via Personal Internet Banking, Phone Banking or ATM

### **Questions: I'm keen to keep my Account(s) active, where can I learn about the latest offers from HSBC?**

**Answer:** To find out more on latest features and offers, please visit [www.hsbc.com.sg/promotions](http://www.hsbc.com.sg/promotions) for more details.

### **Question: I use one of my Account(s) regularly, but have not used the other Account(s) in last 24 months. Will I be impacted?**

**Answer:** If you have performed a transaction with any of your Account(s) in the last 24 months, your banking relationship status will be considered active and you will be able to continue transacting on all your Account(s) with HSBC Bank (Singapore) Limited.

### **Question: How do I activate my Account(s) that has become Dormant?**

**Answer:** If you only hold Credit Card(s) with HSBC, please call our hotline at +65 6-HSBC NOW (6-4722-669) for assistance.

Otherwise, if you hold other banking products with HSBC and your Account(s) has become Dormant, please follow the steps provided below to re-activate your Account(s):

Step 1. Prepare the following documents:

- a) Latest copy of your NRI Cor Passport. If you are submitting a copy of your passport, please ensure that it is valid for at least 6 months from date of submission; and
- b) Proof of current residential address. This needs to be a separate document from your ID documents and needs to be original (not copy). A single document can be accepted if it is an official identification document that bears your current residential address.

Step 2. Visit the nearest HSBC Branch in Singapore with your latest documents.

Upon receipt of your submitted documents, you may be contacted by HSBC to confirm your instruction and/or to request you to provide further information/documents. As such, please note that re-activation of your Account(s) may not be immediate.

For Joint account holders, please note that all parties will be required to complete Steps 1 and 2.

### **Question: Why is HSBC doing this to me?**

**Answer:** Information is key to protection and thus we need to ensure that we hold the most up-to-date information about all of our customers. We appreciate your cooperation. You may be contacted by HSBC to do one or all of the following:

- Confirm or update your existing personal details
- Provide new information which may include original documents

### **Question: What will HSBC do with my information?**

**Answer:** We will use your information solely to protect you and the Bank against potential financial crime. We take our obligation to protect your data very seriously, so all the information you provide will be subject the HSBC Group's highest security standards. The intent is to ensure HSBC will have the most up-to-date records and the information will NOT be used by any third parties for marketing purposes.

By confirming your details and making sure that all the information we hold about you is up-to-date, it reduces the risks of your Accounts being misused and in turn, we will be able to verify that we are acting on genuine instructions from you.