

21/05/2018

Dear valued customers,

Retailers/merchants are not permitted to impose surcharges for payments using debit cards/-i or credit cards/-i. If you encounter retailers/merchants that impose surcharges, you are advised to lodge a complaint through any of the following channels:-

- 1) Via BNM MyLink Mobile Application (can be downloaded from [Apple's App Store](#) and [Google's Play Store](#))
- 2) Via HSBC's channels for complaints

### **Lodging Complaints via HSBC**

Complaints can be lodged either by:

1. Email: [complaints@hsbc.com.my](mailto:complaints@hsbc.com.my); **OR**
2. Calling the number at the back of your debit or credit card:  
HSBC Bank Malaysia: 1300-88-1388  
HSBC Amanah: 1300-80-2626  
HSBC Premier & Amanah Premier: 1300-88-9393

### **Mandatory Information for Lodging a Complaint:**

1. Complainant information:
  - a. Full name;
  - b. NRIC number;
  - c. Phone number.
2. Retailer/Merchant information:
  - a. Full name of retailer/merchant;
  - b. Address of retailer/merchant.
3. Credit card/-i terminal provider's name (e.g. bank name):  
(Can be found on the top part of the payment card transaction slip or the payment card terminal.)
4. Evidence that the retailer/merchant is imposing a surcharge  
(e.g. Transaction receipt with surcharge amount, or notice at the retailer's outlet that a surcharge will be imposed.)

Lodging official complaints will help to ensure retailers cease imposing surcharges on debit/-i and credit card/-i transactions. Click [here](#) to find out more.

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