ATM

Imagine having electronic access to your savings or current accounts with HSBC, wherever you need to use money 24-hours a day, 365 days a year without having to visit a branch.*

Shop

Use your debit card to shop at any of the 10,000 VISA Electron/VISA merchant outlets in Sri Lanka and 29 million worldwide.

Please follow the simple steps given below.

1. Look for a VISA/VISA Electron sign at the point-of-sale merchant establishment. The merchant must have an electronic point-of-sale card swiping terminal.
2. Present your VISA debit card after making your purchase.
3. The VISA debit card will be swiped by the merchant for authorisation.
4. After a successful authorisation, a hold for the transacted amount will be placed on your account. Your account will be subsequently debited for the transacted amount.
5. A sales slip will be generated.
6. Check and sign the sales slip. Your signature must match that on the reverse of the debit card and you may be asked to key in your debit card PIN by the merchant.
7. Ensure your debit card is returned to you.

As a savings/current account holder, you will be able to purchase items up to your daily transaction limit on your debit card.

ATM Usage

At any HSBC ATM in Sri Lanka, you can select your preferred language and:

- Make a cash withdrawal (within available limits).
- Obtain a mini account statement for your last 8 transactions
- Check your available account balance
- Request account statements
- Transfer funds between accounts
- Change PIN
- Request a cheque book
- Deposit cash/cheque or even send mail to the Bank
- Pay your utility bills
- Pay your credit card bills

All local ATM withdrawals are free of charge for HSBC Advance customers.

* Your HSBC Advance Platinum debit card is issued free of charge and gives you access to your account/s through more than 1.4 million ATMs in over 100 countries and territories.

Further Information

Our customer service staff at any of our branches will be pleased to assist you or you can call our 24-hour customer service hotline on 4 4722 43.

Note*

* Should you use the debit card overseas at any non HSBC PLUS ATM, a transaction charge of Rs.400 will be levied. Access to any HSBC group ATM and PLUS ATM in Sri Lanka will be free of charge.

* Should you wish to obtain a list of utility companies currently accessible, please contact our 24-hour HSBC Advance hotline on 4 4722 43.

APPLICATION FORM

Please complete the relevant sections in block capitals or place a (✓) in the appropriate box.

Your free HSBC Advance Platinum debit card

SOLE APPLICANT

Name of applicant: (Mr/Miss/Mrs/Ms:)*

Former name: (Please attach copies of the paper notice (marriage certificate))

Other name (as appears in the identity document)

Name as you would want it to appear on your debit card

(Maximum 19 including spaces)

Identification type ☐ National identity card ☐ Driving licence ☐ Passport ☐ Others

Identification no.:

Primary account no.: ☐ Current account ☐ Savings account

Additional account(s)

Complete if you wish to use this card to transact with your other HSBC account(s).

Second account

Third account

Utility bill payments

Please contact our customer service hotline for an updated list of utility companies presently accessible through this service.

1.Name of utility co.:
Account reference no.

2.Name of utility co.:
Account reference no.

3.Name of utility co.:
Account reference no.

Please submit copies of the relevant utility bills together with this application.

Card(s) delivery

Please deliver my debit card to the address stated herein.

Note: For security reasons, your debit card PIN will be mailed to the above address under separate cover.

*Delete where appropriate.

Bank use only

Exchange Variance Informed ☐

Replacement Card ☐ New Card & PIN ☐

Original Held ☐

Delete Previous Debit/ATM Card Yes / No

FOR JOINT APPLICANTS ONLY

Name of applicant: (Mr/Miss/Mrs/Ms:)*

Former name: (Please attach copies of the paper notice (marriage certificate))

Other Name (as appears in the identity document)

Name as you would want it to appear on your debit card

(Maximum 19 including spaces)

Identification type ☐ National identity card ☐ Driving licence ☐ Passport ☐ Others

Identification no.:

Primary account no.: ☐ Current account ☐ Savings account

Additional account(s)

Complete if you wish to use this card to transact with your other HSBC account(s).

Second account

Third account

Utility bill payments

Please contact our customer service hotline for an updated list of utility companies presently accessible through this service.

1.Name of utility co.:
Account reference no.

2.Name of utility co.:
Account reference no.

3.Name of utility co.:
Account reference no.

Please submit copies of the relevant utility bills together with this application.

Card(s) delivery

Please deliver my debit card to the address stated herein.

Note: For security reasons, your debit card PIN will be mailed to the above address under separate cover.

A debit card will be provided to joint account holders only if the account mandate permits anyone of the account holders to operate the account individually.

*Delete where appropriate.

Bank use only

Exchange Variance Informed ☐

Replacement Card ☐ New Card & PIN ☐

Original Held ☐

Delete Previous Debit/ATM Card Yes / No

Declaration

The following declaration will govern all debit cards issued in Sri Lanka by The Hongkong and Shanghai Banking Corporation Limited hereinafter referred to as 'the Bank'.

Please delete if not applicable.

1. I/We hereby authorise and request the Bank to issue me/us a debit card/s valid internationally. I/We agree that only one card will be issued per primary account per accountholder.
2. I/We declare that I am/we are of Sri Lankan nationality or hold a valid resident visa and that I am/we are permanently residing in Sri Lanka. I/We also undertake to keep the Bank advised if there are any changes to my/our resident/nationality status.(This clause is applicable to Sri Lankan nationals or holders of a valid resident visa, applying for an internationally valid debit card/s).
3. I/We authorise the Bank on its own accord to cancel my/our debit card/s without notice to me/us in the event the Bank has reason to believe that there has been a violation of Exchange Control Regulations in force.
4. I/We confirm that I/we will not use the debit card/s valid internationally for capital transfers.
5. I/We acknowledge that the Bank will not be held responsible for any delay on the part of the utility company in crediting my account with them, provided that payment has been effected by the Bank on time.
6. I/We confirm that the information given above is true and complete and I/we have received and accepted the terms and conditions governing debit card/s and hereby agree to be bound by such terms and conditions. These conditions shall be governed by and construed in accordance with the law for the time being in force in Sri Lanka.
7. I/We aware that my/our existing ATM card/s will be deleted/ blocked upon receipt of my/our new Debit card/s.

Signature of account holder(s)

_____ _____

_____
Date

SV

CENTRAL BANK OF SRI LANKA
Declaration by the Applicant/s for Electronic Fund Transfer Cards

To: Director-Department of Foreign Exchange
(To be filled by the Applicant/s to obtain foreign exchange against Credit/Debit or any other Electronic Fund Transfer Card)

I/We ..... (Basic Cardholder/ Supplementary Cardholder), ... (Basic Cardholder/ Supplementary Cardholder) declare that all details given above by me/us on this form are true and correct.

I/We hereby confirm that I/We am/are aware of the conditions imposed under the provision of the Foreign Exchange Act, No. 12 of 2017 (the Act) on Electronic Fund Transfer Cards (EFTCs) subject to which the card may be used for transactions in foreign exchange and I/we hereby undertake to abide by the said conditions.

I/We further agree to provide any information on transactions carried out by me/us in foreign exchange on the card issued to me/us as The Hongkong and Shanghai Banking Corporation Limited may require for the purpose of the Act.

I/We am/are aware that the Authorised Dealer (Bank) is required to suspend availability of foreign exchange on EFTC if reasonable ground exist to suspect that unauthorized foreign exchange transactions are being carried out on the EFTC issued to me/us and to report the matter to the Director –Department of Foreign Exchange.

I/We also affirm that I/we undertake to surrender the credit cards to The Hongkong and Shanghai Banking Corporation Limited, if I/We migrate or leave Sri Lanka for employment abroad, as applicable.

....
Date Signature of the primary cardholder

....
Date Signature of the supplementary cardholder

I, as the Authorized officer have carefully examined the information together with relevant documents given by the applicant/s and satisfied with the bona-fide of these information and documents.

I undertake to exercise due diligence on the transactions carried out by the cardholder or his/her EFTC in foreign exchange and to suspend the availability of the foreign exchange on the EFTC if reasonable grounds exist to suspect that unauthorized foreign exchange transactions are being carried out on the EFTC is violation of the undertaking and to bring the matter to the notice of the Director-Department of Foreign Exchange.

....
Date Signature of the Authorized Officer on behalf of the Bank

FOR BANK USE ONLY

Customer Number (A) ..... (B) .....

Account Number .....

HSBC Advance Customer Service: 4 4722 43
(24 hours a day, 365 days of the year)

Head Office: 24, Sir Baron Jayatilaka Mawatha, Col. 1

Branches

Bambalapitiya:	123, Bauddhaloka Mawatha, Col. 4
Wellawatte:	587, Galle Road., Col.06
Nugegoda:	171, Nawala Rd., Nugegoda
Kandy:	27, Cross Street, Kandy
Pelawatte:	418, Pannipitiya Rd., Pelawatte, Battaramulla
Cinnamon Gardens:	41, Maitland Crescent, Col. 7
Union Place:	163, Union Place, Col. 2
Wattala:	149, Negombo Rd., Wattala
Negombo:	186, Colombo Rd., Negombo
Moratuwa:	198, Galle Rd., Moratuwa
Galle:	120/2, Matara Road, Pettigalawatta, Galle
Jaffna:	145, Kankesanthurai Rd., Jaffna

Express Banking Centres

	MAS Intimates premises 7th Lane, Borupana Rd., Kandawala Estate, Ratmalana
	Orion City Express Banking Centre 752, Dr. Danister De Silva Mawath
Kotuwela:	135, Dutugemunu Street, Kotuwela
Echelon Square:	Level 3 Unit 3 West Tower WTC,
Navam Mawatha:	48/58, Forbes and Walker Buildings, Col. 9 Navam Mawatha, Col. 2

Offsite ATMs

Liberty Plaza (Opposite Premasiri Supermarket) | Mt. Lavinia (Next to Lanka Bell) | Rajagiriya (McDonald's premises) | Ward Place, Colombo 7 (Close to Ward Place/Kynsey Rd., traffic lights) |

In the event you are not entirely satisfied in the manner in which you have been served, or if our products do not meet your expectations, please contact us at your earliest using one of the following options ;

- Contact the Customer Solutions hotline on +94 114 511566
- E-mail your concern to customersolutions@hsbc.com.lk
- Write to us : The Manager Customer Service, Retail banking & wealth management, HSBC Centre, 535 Union Place, Colombo 2.

While we prefer to always resolve any concern raised with us to your complete satisfaction, you can also write to the Office of the Finacial Ombudsman and request redress. Contact details of the Ombudsman are ;

- The Office of the Financial Ombudsman - Sri Lanka, 143 A Vajira Road, Colombo 5
- Tel : +94 112 595 625
- Fax : +94 112 595 624
- E-mail : info@financialombudsman.lk
- Web : www.financialombudsman.lk

Should you require a translated copy of this document in Sinhala or Tamil languages, please visit www.hsbc.lk or request it from any one of our branches.

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[illegible] www.hsbc.lk [illegible]

ADVDC 11/2018

Issued by the Hongkong and Shanghai Banking Corporation Limited - Sri Lanka.

HSBC Advance Visa Platinum Debit Card for complete convenience

HSBC Advance