

## What are the significant changes that PSD2 will bring?

What's changing?

How?

### **Replacement of Quikcash card**

To increase security and mitigate card fraud, the Quikcash card will be phased out and will be replaced by a free International debit card. This card will allow you to make purchases both locally and abroad. If you hold a Quikcash card, you will receive further communication from our end when this card is due to be replaced.

From 31 January 2018, Quikcash cards can only be used on HSBC ATMs.

### **Increased transparency to payment fees and charges**

Extending sharing of charges to non-EEA currencies within the EEA. With regard to bank transfers where both the payer and the payee are located in an EEA country, the shared ('SHA') charge type will apply to all currencies. This means that the payer will pay the fee charged by his/her bank while the payee will pay the fee charged by his/her bank.

### **What will happen if a payment is made into your account by mistake**

We're clarifying what we'll do when a payment has been made into your account by mistake and introducing changes to reflect new industry standards that help customers who use incorrect payment details to send a payment.

If you tell us a payment, made from a bank within EEA, was intended for you but the payer says it was made into your account by mistake, we're legally required to share all relevant information including your name and address and transaction information with the bank the payment came from, if they ask us, so that the payer may contact you directly. We're including a term to make this clear.

### **What happens if a payment is delayed?**

If a payment you asked us to make within the EEA doesn't arrive when it should have (normally the business day after we send the payment from your account), you can ask us to contact the receiving bank and ask them to treat the payment as if it had been made on time.

### **Customer protection**

If a customer reports to their Bank an unauthorised transaction, than the customer, even when using a third party, will retain the 13-months refund right.

### **Enhanced security**

PSD2 introduced stricter requirements and customer authentication applicable to payment accounts. This applies to all payment service providers, including newly regulated payment service providers. This stricter approach on security should contribute to reducing the risk of fraud for all remote and electronic payments and to protecting the confidentiality of the customer's financial data.

### **Efficient bank processing**

Same day value date to credit a customer's account once the bank receives the funds (FX payments are subject to conversion).

Refunds for unauthorised transactions (prior to investigation), shall be processed by the end of the next business day, unless it is a fraudulent transaction or gross negligence.

PSD2 related payment complaints, shall need to be resolved within 15 business days, which may be further extended to 35 business days when the information required is not within the Bank's control.

### **Freephone Service**

As a customer, you have a Freephone option to report lost and stolen payment instruments.

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**Opening access to Third Party Providers (TPPs)**

A **TPP** is a third party service provider who is authorised, with your express agreement, to access your online accounts which you can use to make payments to obtain and consolidate information about your finances (this may include information about accounts you hold with us and other banks). You may also give payment instructions through a TPP.

We'll include terms that make clear you can use TPPs if you want to. You should check from the information they give you that they are authorised.

We may refuse to allow a TPP to access your account if we are concerned about unauthorised or fraudulent access by that TPP. Unless it would compromise our reasonable security measures or otherwise be unlawful, we'll tell you if we do this, and why, in the way we think most appropriate. If you use a TPP you must continue to tell us about any payments on your account that you think may be incorrect or unauthorised.

**Account Intermingling**

Any personal accounts you may have opened are to be used solely for personal purposes, and all business accounts, both newly opened or converted from a personal account, are to be used solely for business purposes.

**What are the updates to your HSBC Advance Proposition Terms and Conditions?**

(Applicable to HSBC Advance Customers only)

What's changing?

How?

**Benefits for Your Family**

We have clarified the type of benefits that can be enjoyed by 'Immediate Family Members' as defined under the Advance Proposition. The benefits which are extended to Immediate Family Members can only be accessed by an Immediate Family Member who is an existing customer of HSBC Malta.

The only exception is the travel insurance benefit, which will cover all Immediate Family Members irrespective of whether they are HSBC Malta customers or not.

**International Services**

We have clarified that the HSBC fee free emergency encashment services are available to the HSBC Advance main cardholder only and are not extended to family members of the main cardholder, irrespective of whether they have an additional card or not.

**How to Complain**

We wanted to make sure you know how to contact us if we do not deliver the standard of service you expect, or would like to raise an issue with us. In these instances, please let us know. We will investigate the situation and, if necessary, seek to resolve the issue as quickly as possible. Where appropriate we will also take steps to prevent the issue happening again. Your first points of complaint with us are through Personal Internet Banking message, our Contact Centre: (+356) 2148 9101 or via our Branches.

You can also ask for your case to be reviewed by our management at a higher level if you are not satisfied, by writing to The Head of Customer Experience, Customer Value Management, HSBC Bank Malta p.l.c., RBWM Building, Mill Street, Qormi QRM 3101, Malta.

If, despite our best efforts, you are not entirely satisfied with our response, you have the right to refer the matter to the Office of the Arbiter for Financial Services', First Floor, St Calcedonius Square, Floriana, FRN 5130, Malta or email on [complaint.info@financiarbiter.org.mt](mailto:complaint.info@financiarbiter.org.mt).