The HSBC Group

To: NSC - ATM CENTRE From: _____ (Branch / Dept)

ATM CUSTOMER INSTRUCTION / MAINTENANCE FORM Date: _____

Please circle where appropriate

* Maintenance Code [A] [C] [D] ^ Request Type [N] [P] [R]

Section A

First Applicant

[ ][ ][ ][ ][ ][ ] ^^ Clearing Bank Code

[ ][ ][ ][ ]-[ ][ ][ ][ ][ ][ ]-[ ] Primary Account Number Issue No. [ ]

Replacement Reason [ ] (L - Lost, D - Damage)

~ ATM Product Type [ ][ ][ ][ ] Generate PIN [ ] (N - New, O - Old)

Joint Applicant

[ ][ ][ ][ ][ ][ ] ^^ Clearing Bank Code

[ ][ ][ ][ ]-[ ][ ][ ][ ][ ][ ]-[ ] Primary Account Number Issue No. [ ]

~ ATM Product Type [ ][ ][ ][ ] Generate PIN [ ] (N - New, O - Old)

Section B

First Applicant

Customer Number [ ][ ][ ] [ ][ ][ ][ ][ ][ ]

Cardholder Name [ ]

(max 25 characters including spacing)

++ ID Type/Number [ ] [ ][ ][ ][ ][ ][ ][ ][ ][ ][ ][ ]

Secondary Account 1 [B][N] [H][S][B][C] [ ][ ][ ] [ ][ ][ ][ ][ ][ ] [ ][ ][ ][ ]

Secondary Account 2 [B][N] [H][S][B][C] [ ][ ][ ] [ ][ ][ ][ ][ ][ ] [ ][ ][ ][ ]

Joint Applicant

Customer Number [ ][ ][ ] [ ][ ][ ][ ][ ][ ]

Cardholder Name [ ]

(max 25 characters including spacing)

++ ID Type/Number [ ] [ ][ ][ ][ ][ ][ ][ ][ ][ ][ ][ ]

Secondary Account 1 [B][N] [H][S][B][C] [ ][ ][ ] [ ][ ][ ][ ][ ][ ] [ ][ ][ ][ ]

Secondary Account 2 [B][N] [H][S][B][C] [ ][ ][ ] [ ][ ][ ][ ][ ][ ] [ ][ ][ ][ ]

S.V.

Date _____ Signature of Applicant _____

Section C

FOR BANK'S USE

First Applicant

+ Plastic ID for Add New Card [ ][ ][ ]

** Language Code [ ] (1 / 2 / 3 / 4)

Print PIN Advice [ ] (Y / N)

Waive Annual Card Fee [ ] (1 - 9, Y / N)

Waive HSBC ATM Xact Chrg [ ] (Y / N)

Waive Replacement Fee [ ] (Y / N)

Joint Applicant

+ Plastic ID for Add New Card [ ][ ][ ]

** Language Code [ ] (1 / 2 / 3 / 4)

Print PIN Advice [ ] (Y / N)

Waive Annual Card Fee [ ] (1 - 9, Y / N)

Waive HSBC ATM Xact Chrg [ ] (Y / N)

Waive Replacement Fee [ ] (Y / N)

To be completed for Sole & Joint Applicant

\# PIN Despatch Code [ ] (M / C)

Card Despatch Code [C]

Collection Branch [ ][ ][ ]

Collection Branch [ ][ ][ ]

Preferred Address ID [ ][ ]

*** Maintenance Code**
A - Add
C - Linked
D - Delete

^ Request Type
N - New card
P - PIN
R - Replacement
Blank - Update / Delete card

^^ Clearing Bank Code
000000 - Local ATM
589457 - Global ATM

~ ATM Product Type
ALAT - Local ATM
AGAT - Global ATM
APVA - PowerVantage card
AHSP - HSBC Premier
ACOL - College Card
ASTU - Student Card
ABVA - BusinessVantage Card

++ Identity Type
I - Identity Card / RBAF
P - Passport
X - RBPF

+ Plastic ID
LAT - Local ATM
GAT - Global ATM
PVA - PowerVantage Card
HSP - HSBC Premier
COL - College Card
STU - Student Card
BVA - BusinessVantage Card

**** Language Code**
1 - English
2 - Malay
3 - Thai
4 - Chinese

 # Despatch Code
C - Collect
M - Mail

For Joint account only, verify that signature instruction is either to sign.

Branch	
Prepared by	Authorised by
Data Input by (NSC)	
Input Approved by (ATM Centre)	

G-ATM010R2(161100)BSB