

Product and Service

As of 31 May, 2013

Service and Products	Condition
Branch Operations	<ul style="list-style-type: none"> ● All HSBC Premier Centres have been closed. ● Please make an appointment prior to visiting Tokyo Branch (HSBC Building).
Telephone Banking	<ul style="list-style-type: none"> ● Enquiries will be handled at Tokyo Branch between the hours of 9 am - 5 pm, Monday to Friday. (Tokyo time). 0120-777-268 (domestic/toll -free) 81-3-5204-5001(overseas/charged) ● Remittances via telephone is only be available to your own account at another bank. The maximum transfer limit is 500,000 yen (or equivalent) per daily total. <ul style="list-style-type: none"> ➢ Domestic transfer (yen, foreign currency) ➢ International remittance to international HSBC account (yen, foreign currency) (International remittances to non-HSBC accounts are not available.)
Partner ATMs	Services terminated.
Internet Banking (including e-Statement)	
Credit Card (including ETC card)	
Savings Account (foreign currencies and yen)	You will be able to access your account until you close it.
Remittance Services (foreign currencies and yen)	Available until you close your account.
Foreign Currency Exchange Service and Transfer and Remittance Services (foreign currencies and yen)	Available until you close your account. Note: Transfers from Japanese yen to all foreign currencies are not accepted except account closing purpose.
Unit Trust	Available until you close your account.
Redemption	
Transfer to another financial institution	
Loan	No changes to existing mortgage loan. Please note that you can switch your Balance Offset mortgage to a Regular Mortgage Loan.



After 1 August 2012, branch names were changed. Please select/use the new names in case of transferring funds from other financial institutions. Branch numbers and your account number are not changed.

<u>Branch code</u>	<u>Until 31 July, 2012</u>	<u>After 1 August, 2012</u>
100	Hiroo branch	Hiroo sub-branch*3
110	Akasaka branch	Akasaka sub-branch*3
120	Yokohama branch	Yokohama sub-branch*3
130	Marunouchi branch	Marunouchi sub-branch*3
140	Marunouchi Alpha sub-branch*1	Marunouchi Alpha sub-branch*3
150	Akasaka Alpha sub-branch*2	Akasaka Alpha sub-branch*3
160	Osaka Shin sub-branch*1	Osaka Shin sub-branch*3

*1 Parent branch: Marunouchi *2 Parent branch: Akasaka *3 Parent branch: Tokyo