



## CUSTOMER INFORMATION SHEET FOR REQUESTING PERSONAL ACCOUNT DOCUMENT AUTHENTICATION AT HSBC OVERSEAS BRANCH

### Important Note:

- Please make enquiries with the relevant HSBC branch on whether they are able to authenticate documents and their service charge before visiting the branch in person. There are different regulatory requirements in different countries/regions whereas some HSBC branches might not be permitted to handle document authentication e.g. Japan and Taiwan.
- The processing staff in Hong Kong may contact you in relation to your instruction using the existing contact information maintained in the Bank's records.
- Acceptance of processing your instruction authenticated by the HSBC overseas branch will be at the sole discretion of the Bank. The Bank accepts no responsibility for any delay and/or decline of the processing of your instruction.

### Must-Have Documents for Authentication

Customer must bring the following **ORIGINAL DOCUMENTS** to the HSBC overseas branch **in-person** for document(s) authentication.

1. **Identification document** (e.g. Passport, Hong Kong Identity Card, etc.)
2. **Account ownership proof document** (e.g. Valid Account debit card, Cheque book, Savings passbook, Account statement, etc.)
3. **Customer instruction** (e.g. Bank Application Form / Instruction Form / Instruction Letter) **without signing the signature** as this needs to be signed in front of the authenticating staff at the HSBC overseas branch
4. **This information sheet** which serves as an action guide for the branch staff at the HSBC overseas branch

### Note for Attention:

Please bring the account ownership proof document with you for staff authentication. This will help to avoid a delay or problems with the prompt processing of your instruction.

#### **For Bank Use Only** (*Actions Required by HSBC Staff at Overseas Branch*)

To facilitate the successful processing of the customer's instruction(s) by HSBC Hong Kong, please ensure **ALL** of the following actions **must be completed** by your side (tick the check box upon completion):

- 1. **Certify and authenticate** the document(s) provided by **One staff member of your branch**.  
[Certification / Authentication Format: One staff member should sign his/her signature on the document(s) and stamp with the branch chop and staff name chop with signature number.]
- 2. **Verify the customer identity and witness the customer signing** on Bank application form / instruction form / instruction letter and provide the authentication by this staff member on the **duly signed** Bank application form / instruction form / instruction letter.
- 3. **Copy the original identification document(s) and account ownership proof document(s)** provided by the customer for **true copy certification** by this staff member.
- 4. **Send all the certified and authenticated documents** [i.e. customer's instruction(s), copy of identification document(s) and copy of account ownership proof document(s)] together with **HSBC letterhead** covering letter or memo by mail to "The Hongkong and Shanghai Banking Corporation Limited, P O Box 72677, Kowloon Central Post Office, Kowloon, Hong Kong" for our follow-up actions and processing.