



Customer Data Update Relating to New UI No.(ARC) for Foreign Nationals

The Ministry of the Interior National Immigration Agency has started to issue new UI No.(ARC) for foreign nationals since 02Jan2021. For those who have new UI No.(ARC) please follow below procedure to update your bank customer data:

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| Credit Card Customer (pure cardholder, no bank account) | Please contact HSBC customer service center at (02)6616-6000, for English service please press 2, to provide new ARC and passport. Upon receiving the required document, HSBC will proceed to new card issuance. |
| Banking Customer (including those who also have credit card) | Please visit our branch with your new ARC to update customer data. |

- Please note that the original credit card will be invalidated after new card issuance. If the original credit card is setup with auto debit payment or any recurring payment like public utility, telecom, insurance, etc., please make sure to submit application to set up with new card number.
- Foreigners paying individual income taxes through a credit card, a saving account, or receive refund via bank account should confirm that the ARC No. retained by the Bank is consistent with the declared ARC No. so that the tax payment transactions or transferred refund can be made successfully.
- Any queries, please contact HSBC customer service center at (02)6616-6000 and press 2 for English service.