









Our Six Customer Promises

What do our six customer promises mean for a customer or prospect moving to Singapore?

Promises	Premier International	International
 Make it simple to open an account	<p>Open an account in Singapore via the HSBC Singapore Mobile App before you arrive in the country and you will receive your new debit card and account details at your home or new address in Singapore.</p> <p>If a customer requests an overseas account, please point them to the International Services Website to apply for an overseas account. Please also raise a referral on global links.</p>	
	Name of Account HSBC Everyday Global Account (Personal Banking)	Name of Account HSBC Everyday Global Account (Personal Banking)
	Typical time it takes to open an account XX days	Typical time it takes to open an account XX days
	Eligibility If you are an existing customer, 'Premier in One, Premier in All' allows you and your family (Spouse, Partner, children) to enjoy Premier status and Partnership benefits in every market you bank in. You must keep a minimum Total Relationship Balance of SGD200,000 (or its equivalent in foreign currencies) or credit a minimum monthly salary of SGD15,000 into your account (applicable to applicants residing in Singapore only)	Eligibility You must keep a minimum average daily balance of SGD2,000 (or its equivalent) in a single currency or in combined currencies in the account.

Promises	Premier International	International
 <p>Enable access to credit when relocating</p>	<p>We recognize a Premier relationship with HSBC when customers apply for credit card in a new destination. As an HSBC Premier customer, we'll recognise your existing relationship with us when you apply for a credit card in your new home.</p>	<p>We help new to country customers settle in with credit card. For new to country customers, we will help you settle in with a credit card in your new destination to help kick start your life abroad.</p> <p>Recognition of international credit history. In addition, with your consent, our partner Nova Credit – a leading cross-border credit bureau – will be able to securely access your credit history from home in certain countries and regions. If you agree to share the credit report with us, we can then use your credit history in support of your HSBC credit card application. (As of Jan 23, available for customers from India, Philippines, United Kingdom and Australia to Singapore.)</p>
<p>Eligibility is subject to meeting qualification requirements, relevant regulations and application channels.</p>		
 <p>Simplify cross border payments</p>	<p>GMT – Global Money Transfers HSBC Global Money Transfers lets you send money overseas faster and with just a few taps on the HSBC Singapore app.</p> <p>Key features</p> <ul style="list-style-type: none"> • send to over 50 countries/territories like a local (i.e. Send like a local) • China via UnionPay cards issued in Mainland China (only from non-RMB account) • over 200 countries/territories via SWIFT • other third-party HSBC accounts instantly • know the exchange rate before sending your transfer • use the search feature to look for your payee bank using the bank name, address or bank code • add and manage international payees <p>Eligibility Global Money Transfers service is available to HSBC Everyday Global Account customers with access to the HSBC Singapore app.</p> <p>For more information Visit the Singapore PWS GMT page here.</p>	

Promises	Premier International	International
 <p>Help me plan for my future</p>	<p>Our digital wealth capabilities are supported by data & insights and include access to:</p> <ul style="list-style-type: none"> Digital Investment Account and Wealth Dashboard through the HSBC Singapore app or online banking Our Wealth Portfolio Intelligence Service for goal-based advice and solutions from your Personal Wealth Manager 	Not applicable
 <p>Support me globally</p>	<ul style="list-style-type: none"> We provide Premier customers with 24/7* support so they can always access expert advice no matter what time zone they're in Enhancements to key servicing journeys for Offshore clients like dormant account reactivation by leveraging remote tools like Remote Signature Rolling out Contact Centre functionality to enable multi-market clients to be seamlessly transferred from one market to another Enhancements to the Global Customer Directory so the data is more accurate, as well a new process to help better identify clients P1PA qualification status <p>A new process to help capture and send International customer complaints will be launching soon!</p>	Not applicable
 <p>Beyond Banking</p>	<p>We provide value to customers wherever we can with a number of global partners who offer advice and preferential rates including tax planning advice from external tax partners.</p> <p>Other privileges and support offered when moving to Singapore include:</p> <ul style="list-style-type: none"> Relocation services from our partner, Sanelo Free airport pickup and a local SIM card when you first arrive Everyday+ Rewards Program Wealth, lifestyle and educational seminars 	Not applicable

Conversation Starters: Top tips

We asked some of our Singapore based HSBC colleagues for their advice and favourite spots in town.



When you arrive in Singapore you will receive a free Mobile Sim card.



An average taxi you shouldn't expect to pay more than \$XX to get anywhere. It's usual to tip \$XX.



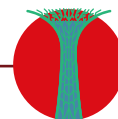
Orchard road is the centre of the shopping district in Singapore. Known for an impressive array of designer shopping experiences and department stores.



The Singapore botanical gardens are among the most beautiful in the world. With a world leading collection of orchids and other tropical plants, it's a great place to go to escape the hustle and bustle.



Located in Chinatown, Maxwell Road Food Centre is inevitably one of the best places to go in Singapore for cheap Chinese food. Must-try dishes include the classic Hainanese chicken and rice.



The Gardens by the bay are known for their tall man made trees which visitors can catch an elevator to the top of. Giving a fabulous view of the surrounding harbour and the famous Marina Bay Sands Hotel.

For more information

Our International Services features everything you need to know about [moving to Singapore](#)

Find out all you need to know to refer a customer internationally on [Global Links](#)

[Access the Intranet](#), to find all the internal resources you need to help you understand what the International Proposition means for your customers and for you

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