



Dear Sir/Madam,

Greetings from HSBC Bangladesh!

We thank you for giving us the opportunity to serve you as your preferred banking service provider.

As per PSD Letter Reference: PSD/BACH/11/2023-2797 dated 26 October 2023, Bangladesh Bank has informed all scheduled banks that they have completed the upgradation of the application for Bangladesh Electronic Fund Transfer Network through migration to Nikash Ghar System. We are happy to inform that the expected Go-Live date is 12 November 2023. As per Nikash Ghar Operating process, there will be 03 settlement sessions for BEFTN (earlier there was 02 settlement sessions). Please find below new BEFTN operating hours for payment instructions under Nikash Ghar System of Bangladesh Bank. Instructions received within 5.00 pm at HSBC will be submitted to Bangladesh Bank on the same day for their processing.

Payment Info:

As per Bangladesh Bank Nikash Ghar new guideline, "Payment Information" for Beneficiary is mandatory for BEFTN transactions. Without "Payment Info (please give an example – Fund Transfer, Vendor Payment, Savings, Salary, Utility Bill etc.)", the transaction will not be processed at Bangladesh Bank and the transaction will be returned. You are requested to provide the "Payment Info" as additional information to Beneficiary for smooth transaction completion. On a best effort basis, HSBC may add "BEFTN Payment from HSBC" in any BEFTN payment instruction which does not contain "Payment info" from your end.

Special Character:

Bangladesh Bank will also not allow special characters (<, >, ", ', &, \n, \r) in your BEFTN payment instruction. Hence, you are requested to avoid mentioning special characters in your BEFTN payment instructions sent to HSBC. HSBC will try to remove mentioned special characters from the instruction on a best effort basis for further processing of the transaction.

There will be only one BEFTN session on 09 November, 2023. Any transaction received from 1.00 pm on 09 November, 2023 will be submitted through Nikash Ghar system on 12 November, 2023.

In case you have any query on the above mentioned BEFTN (Bangladesh Electronic Fund Transfer Network through Nikash Ghar) changes, please feel free to contact your respective Relationship Manager or Client Service Manager for assistance. We look forward towards your patronage and support to serve you in the days to come.

Please note that above instruction may change depending on Bangladesh Bank directives.

Regards

HSBC Bangladesh