

29 January 2018

HSBC Malta to upgrade ATMs and card systems

A significant upgrade to the software that runs HSBC Bank Malta's Automated Teller Machines (ATMs) and debit card system will be carried out between 7.00pm on Sunday 4th February and 5.00am Monday 5th February.

During the upgrade all HSBC ATMs in Malta and Gozo will be out of service. Furthermore no payments or withdrawals can be made with any HSBC Quikcash, HSBC Visa Electron card or HSBC Visa Business debit card both locally and abroad. It is recommended that customers should plan in advance their cash requirements if they plan to make any payments that they would usually make with their debit cards while the system upgrade is taking place.

HSBC credit cards can only be used to make online payments and payments at retail outlets (EPOS), both locally and abroad.

This upgrade means that a number of key services reliant on these systems will not be available and customers will not be able to use the following services during the upgrade:

- HSBC ATMs in Malta and Gozo for cash withdrawals, deposits or any other service as these will not be available
- Cash withdrawals with their debit or credit cards through any other Bank ATMs whether locally or abroad will not be available
- Any form of payment using an HSBC debit card over Point of Sale terminals - such as those found in shops and restaurants, both locally and abroad will not be available.

An upgrade of this kind is essential to ensure continued stability of the bank's key banking services for the benefit of all customers.

Whilst extending its sincere apologies for any inconvenience this outage may cause, HSBC Malta encourages anyone requiring assistance to call on 2380 2380 or visit hsbc.com.mt for more information.