

Retail Banking FAQs

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General

What is the benefit to me as a customer with this proposed merger?

You will have access to an increased number of branches and ATMs. It will also provide an opportunity for you to explore new award winning products and services that suit your needs.

Accounts Servicing

What will happen to my current/savings account?

Your current/savings account will continue to operate without any issues until the official merger date. You will be advised well in advance of any changes so that your banking services are not disrupted.

I am a customer at HSBC and Sohar International. What happens if I have accounts at both banks?

You can continue to operate both accounts. As and when there are changes to your accounts, you will be advised well in advance so that your banking services are not disrupted.

Will my HSBC Bank Oman account number be the same with Sohar international?

Sohar international will be issuing you a new bank account number, and all your HSBC financial details and balances will be reflecting under the new account. You can find your account number printed on your debit card which will be sent by courier to you by Sohar international.

However, you will continue to receive inward receipts into your existing HSBC Oman account number as it will be routed or linked to your new Sohar International Bank account number.

My salary comes into my HSBC Account - will I have to advise my employer of a change in account number?

Sohar international will be migrating your existing HSBC relation and products including your existing HSBC Salary assignment transfer arrangements. However, in some rare cases Sohar international may reach out to you to update any missing information related to your Salary assignment transfer arrangement with HSBC.

What will happen to Post Dated Cheques I have outstanding? (E.g. for rent/school fees)

Your HSBC post-dated cheques will continue to be processed by Sohar international (provided they are signed and presented in accordance with applicable laws). In case you need a new cheque book you can request it from Sohar International Bank's branches after the merger date (to be announced).

What should I do with my existing HSBC cheque book I still have and not yet used or issued?

For all existing HSBC cheque book that are still available and not used, these can still be used or you can reach out to replace it and get your new Sohar international cheque book. You can request new Sohar international cheque book through our digital channels or visit any of Sohar International branches.

Will I be required to update my account information?

In most cases, you will not need to update your account information and Sohar International will ensure that all your information is safely and securely transferred from HSBC to reflect in your Sohar International account. However, if required, Sohar International may reach out to you to update the necessary information.

What will happen to my term deposit?

There will be no changes to your term deposits, which will automatically transfer to Sohar International Bank.

I have a Term Deposit on Auto-rollover, do I need to do anything to continue rolling it over?

Auto-renewals will continue as usual up until the maturity date.

After the merger, will I be able to transfer funds from my account inside and outside Oman?

Yes, you can transfer locally in Oman and internationally as well using Sohar International mobile and internet banking services as well as Sohar International branch network.

I already have standing orders/ instructions with HSBC what will happen to this setup?

Sohar international will be migrating your existing HSBC relation and products including your existing HSBC standing order/ instructions to ensure a smooth transition and uninterrupted banking relation. However, in some rare cases due to missing information, some standing order/ instructions might not be available and require to be created as new in Sohar international.

I already have a banking relation with both HSBC and Sohar international, what will happen to my digital channel access?

Sohar international will be migrating your existing HSBC relation and products including your existing HSBC digital channel access status. You will be able to view all your accounts and product details using Sohar international digital channel access.

You will be able to use same user name created with HSBC to login to Sohar International digital channels and after performing few simple steps to reset your password you may log in.

In case your access was not active in HSBC, you can simply register to Sohar intentional using your card details. In some rare cases we may reach out to you to update any missing information with HSBC.

What will happen to my saved utility payments details in HSBC digital channels, will these be available in Sohar international channels?

Unfortunately, the saved utility payments details on HSBC digital channel will not be available and you will be required to add new utility payments details after successfully logging to Sohar intentional digital channels. With Sohar International Mobile Banking application and internet banking channels setting up new utility payments details is simple and easy.

I have already saved transfer beneficiaries in HSBC digital channels what will happen to this setup?

Sohar international will be migrating your existing HSBC relation and products including your existing HSBC saved transfer beneficiaries. However, in some rare cases due to missing information, some beneficiaries might not be available and require to be created as new in Sohar international.

I have already set my Mobile wallet payment profile with HSBC and frequently sending and receiving mobile wallet payment, what will happen to my mobile wallet payment profile under HSBC details?

Unfortunately, the mobile wallet payment profile on HSBC will not be available with Sohar international digital channels and you will be required to add reactivate your mobile wallet payment profile after successfully logging into Sohar international digital channels.

Will there be changes in the digital channels tariff and changes?

There will be a few changes in tariff for Sohar international. Tariff details can be accessed by scanning the QR code in your welcome letter sent by Sohar International or by visiting Sohar international website.

ATMs, Branches, Contact Centre and Online/Mobile banking

Will HSBC also close branches?

Sohar international will not close any of HSBC Oman branches during the merger process and all HSBC Oman branches will be transferred to Sohar International on completion of the merger.

Temporarily some of HSBC Oman branches may need to close shortly before the merger completion date to ensure a smooth transition, but HSBC Oman will provide you with plenty of notice and they will continue to communicate with you until the merger date.

Can I continue to use ATM network of HSBC?

HSBC Oman will not close any of its ATMs and they will all be transferred to Sohar International on completion of the merger. HSBC Oman may need to temporarily close some of their ATMs shortly before the merger completion date to ensure a smooth transition, but

they will provide you with plenty of notice and will continue to communicate with you until the merger date.

Will there any change to my contact centre banking services?

Though there is no change to services provided by the HSBC's contact centre and it continues to operate 24x7, nearer to the official merger date HSBC's contact centre range of services will be reduced in a phased manner. The changes will be communicated to you well in advance. From official merger date Sohar international contact center services will be available. The contact center number is +968 24730000.

Will there any change to my internet, ATM or mobile banking service?

Though there is no change to services provided by the HSBC's internet, ATM or mobile banking service and it continues to operate as usual, nearer to the official merger date HSBC's internet, ATM or mobile banking service range of services will be reduced in a phased manner. The changes will be communicated to you well in advance. From official merger date Sohar international internet, ATM or mobile banking service services will be available. The details of internet, ATM or mobile banking services can be found on our website.

How can I register for Sohar international digital channels

To start using our mobile banking app or access your Personal Internet banking, please follow the steps below from 19/08/2023 onwards:

Download the Sohar International App from the App Store or Google Play Store.

Select "Registration" on the homepage.

Enter your Omani or resident Civil ID number.

Enter your debit card details, including the card number, expiry date, and CVV number.

Enter the One Time Password (OTP) sent to you via SMS.

Create a new username and password after OTP verification.

Once your credentials have been successfully created, you can log in to the app.

If you already have mobile/Internet Banking username on HSBC you can just continue with the same user name by creating a new password.

Will the branch or ATM location where I do my banking change?

The branch and ATM location where you do your banking will not change. Nearer to the official merger date HSBC's branch and ATM locations will be temporarily shut in a phased manner. The changes will be communicated to you well in advance. From official merger date, all the HSBC branches and ATMs will be a part of one network as Sohar international network and you will be able to access a larger network of branches and ATMs. In the event of any changes to branch and ATM locations.

After the merger will I be able to receive funds from overseas from the senders who are sending to my HSBC account number

You should update the overseas senders about the new account details after the Merger Date:

Beneficiary Bank: Sohar International Bank S.A.O.G, Oman

Beneficiary Bank SWIFT: BSHROMRUXXX

Once you have received your new Sohar International bank account details, please share these with your customers and any other third parties who make payments to you. However, you will continue to receive inward receipts into your existing HSBC Oman account number as it will be routed or linked to your new Sohar International Bank account number for a further notice.

Propositions

I am a Premier customer; can I still speak to a Relationship Manager after the merger?

If you have any questions or concerns, you will still be able to speak to your Relationship Manager as usual before and after the merger.

Will my Relationship Manager stay the same with Sohar International?

There will be no changes to your banking services and you can continue to contact your Relationship Manager as normal until further notice.

I am a Premier Customer with HSBC, what will happen to my Premier Status?

As of now, until further notice, there is no change to your premier status. You will be able to avail all benefits and services as a Premier customer. As you will be migrated into Sohar international's Wealth Management Proposition. We will communicate with you as the merger progresses.

Will my HSBC accounts and card fees and charges be the same in Sohar international?

There will be a few changes in tariff for Sohar international accounts and card fees and charges. Tariff details can be accessed by scanning the QR code in your welcome letter sent by Sohar international or by visiting Sohar international website or any of Sohar international branches.

Will I be able to use the Global View and Global Transfer(GVGT) facility?

The GVGT feature will cease to be available for your Oman accounts following completion of the proposed merger. You will be able to continue to access your Oman based accounts through the channels provided by Sohar International. Where you use the GVGT facility to manage your accounts across multiple countries, you will be able to continue to use the global view and global transfer facility for all countries except for your Oman accounts from your other country HSBC channels. If you only operate an account in one country outside of Oman, you can continue to your access your accounts in that country through that country's HSBC local internet banking platform, contact center and your relationship manager.

What would happen to my Global Premier proposition where today I am maintaining the minimum balance in Oman?

Until completion of the merger, there will be no change in the status of your accounts held in other countries and your Global Premier benefits. Following completion of the merger, you will have to meet the requirements to hold a minimum balance in one of the other HSBC countries in which you maintain a relationship in order to continue to enjoy Global Premier benefits. The balance requirements are available in the terms and conditions applicable to your relationship in those other countries or you can contact your relationship manager in those countries for support and assistance.

Debit & Credit Cards

Will I be getting a new debit or credit card from Sohar international?

Sohar international will be issuing new debit or credit cards based on your existing HSBC relationship and products. The account and credit card information along with balances will be transferred from HSBC to Sohar International cards. Sohar international will be sending the cards by courier to you along with the new debit and credit card details after the official merger date has been announced.

How can I activate my new debit card from Sohar International?

Following simple and easy steps will allow you to activate your newly received Sohar international debit cards from 19th August 2023 onwards:

- Download Sohar international mobile application
- Register using the new received card details
- Select "Cards" in the menu tab.
- Choose the card you wish to activate.
- Click on the "Activate" button.
- Create a new PIN.
- Enter the One Time Password (OTP) sent to you via SMS to complete the process.

How can I activate my new credit card from Sohar International?

Following Simple and easy steps will allow you to activate your newly received Sohar international Credit cards from 19th August 2023 onwards:

- Log into the Sohar International App.
- Select "Cards" in the menu tab.
- Choose the card you wish to activate.
- Click on 'Activate'.
- Enter the OTP to complete the activation process.

How can I view my credit card PIN from Sohar International?

Following Simple and easy steps will allow you to view your new Credit card PIN from 19th August 2023 onwards:

Log into the Sohar International App.

Select "Cards" in the menu tab.

Select the card for which you want to view PIN

Click on manage card

Select view PIN

Click on "start" and enter the OTP to view your PIN

When can I start using my new Sohar international Debit Card?

You can activate and start using your new Sohar International Credit Card anytime from 19th August 2023 onwards. Watch out for communication from Sohar International on the activation date.

After the merger, will I be able to use my New Sohar international debit and credit cards outside Oman?

You can continue to use your Sohar International debit and credit cards outside Oman. , Additionally, you can use our enhanced cards control features on Sohar International's mobile banking to control which country you wish to enable or disable access.

I have a credit card with HSBC. Are my billing and payments dates going to be same in Sohar International?

Statement date for all customers in Sohar International is 3rd of each month and the payment date is 18th of each month.

What are the fees and features of Sohar International Debit Card?

You can visit our corporate website (www.Soharinternational.com) to learn more about the features and fees of Sohar International Debit Card.

How can I manage my Sohar International Debit Card?

You can manage your cards effortlessly via Sohar International Mobile Banking App with features such as Change PIN, Block Card, Change Limits, and Temporary Lock etc.

What is the maximum limit for contactless transaction?

The maximum limit per single transaction is OMR 40. If the transaction value is greater than OMR 40, cardholder will be prompted to enter pin.

Where can I view the Total and Available limit of my Sohar International Credit Card?

You can view all your Credit Card details by logging into Sohar International Mobile Banking App.

What are the special offers of Sohar International Credit Card?

You can visit our corporate website (www.Soharinternational.com) to learn more about the features and fees of Sohar International Debit Card.

What is the loyalty (points) program on Sohar International Credit Cards?

Credit Cardholders (Platinum, Signature and Infinite) can earn points for just doing day to day transaction. For every OMR 2 spent for purchase transactions (physical & online), customer can get 1 point. Points can be redeemed for cashback @ 1% of accumulated points.

How do I redeem my Sohar International Credit Card points?

You can redeem your Sohar International Credit Card points anytime through Sohar International Mobile Banking App.

How can I request for Instant Easy Instalment Plan (IEPP)?

Upon completing any purchase transactions of an amount OMR 100 or more at any merchant, cardholder will receive an SMS within 48h-72h with a link to convert the transaction into installment. Cardholders can also request through Call center 24730000.

Who all are eligible for IEPP?

All Sohar International Credit Card holders.

What is lounge key service?

Lounge Key Access Service gives the customers complimentary access to airport lounges worldwide when they have an eligible Sohar International Credit / Debit Card.

Who are eligible to access the lounge?

Platinum Credit, Signature Debit & Credit & Infinite Credit Card holders.

How many times in a year a cardholder can access the lounge?

Platinum Credit Card - 6 times in a year to 25 selected lounges.

Signature Debit Card - 12 times in a year to 1000 + selected lounges.

Signature Credit Card - Unlimited times in a year to 1000 + selected lounges.

Infinite Credit Card - Unlimited times in a year with 1 guest to 1000 + selected lounges.

For more on lounge details, please access to: www.loungekey.com

What are the general criteria and conditions to avail lounge access?

Eligible Cards (Platinum Credit, Signature Debit & Signature Credit) will be initially assigned one (1) complimentary visit & Infinite Card holder will be assigned two (2) complimentary visit each year.

Cardholder is required to spend (Face to Face or e-commerce transaction) a minimum of USD 1 on International locations (Outside Oman) or International websites prior visiting the lounge 2nd time. Upon completing 10 working days and successfully satisfying the eligibility condition, the Cardholder becomes eligible for the remaining visits entitlement for the year as per the card type.

Which lounges can I access?

Download lounge key app, follow the steps of registration to know all lounge details.

What are the different Insurance coverage are available in credit card?

Credit shield (All credit cards)

Travel Insurance (Signature and Infinite) Cardholder only

[Visa CEMEA. Home Page \(cardholderbenefitsonline.com\)](http://www.visa.com/CEMEA/HomePage/cardholderbenefitsonline.com)

On the above webpage, you will find the below section wherein cardholder can enter his card number to access all the benefits.

- Your Visa card may have a Travel Insurance benefit when you purchase travel tickets or make hotel reservations with your card. This benefit may extend to you, your spouse and dependent children
- Your Visa card may have a Purchase Protection benefit for lost, stolen or damaged goods purchased with your card
- Your Visa card may have an Extended Warranty benefit that automatically doubles the original manufacturer's warranty for an item purchased with your card
- Your Visa card may have other insurance benefits to protect you from unexpected losses

Please [provide your card information here to verify what benefits](#) are available to you and the terms and conditions that apply.

Please enter your Visa card number to access your benefits. ×
Your card details will not be stored.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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You may also contact the below number for travel insurance. Call +44 (0) 208 762 8373 or call +971 (4) 253 6024

Loans / Mortgages / Overdrafts

What will happen to my HSBC Personal Loan / Home Loan / Overdraft?

All products you currently hold will continue to operate. Payments should be made as per the usual process. You will be advised well in advance of any changes so that your banking services are not disrupted..

Investments

What will happen to my investments?

HSBC Oman will continue to handle your investments portfolio until the merger. On completion of the merger, the portfolio you maintain with HSBC Oman will be transferred to Sohar International and you will be able to continue to manage your investments post-merger through Sohar International. HSBC Oman will continue to communicate with you throughout the merger process to ensure a smooth transition.

What will happen to the status of my investments in future and who will be my Relationship Manager?

HSBC Oman will continue to handle your investments portfolio until the merger. On completion of the merger, the portfolio you maintain will be transferred to Sohar International and you will be able to continue to manage your investments post-merger through Sohar International. You will be advised well in advance of your Relationship Manager by Sohar International Bank after the official merger whether the Relationship Manager is same or changed.

What will happen to my monthly contributions on investments (SIP/Perpetual)?

Your monthly contribution to SIPs will automatically transfer to Sohar International on completion of the merger. HSBC Oman will continue to communicate with you throughout the merger process to ensure a smooth transition.

Insurance

What will be the status of my insurance in future?

Your ongoing insurance plans will not be affected by the proposed merger. MetLife holds your insurance portfolio and will continue to handle and service your requirements as is the case today. HSBC Oman will continue to communicate with you throughout the merger process to ensure a smooth transition.