

We're making
changes to our terms

This is to let you know about some changes we're making to the terms for our personal current and savings accounts.

The changes are set out below and apply from 18 January 2022. You can download the new terms (at ciiom.hsbc.com), pick up a copy in our branches, or ask for them to be posted to you from 18 January 2022.

What's changing?

We're making a number of changes to our terms, including our charges. We explain more about these below.

What do you need to do?

If you're happy with the changes you don't need to do anything, they'll happen automatically. If you don't accept them, you have the option to close any accounts covered by these terms with no charge (excluding our Fixed Rate Saver and Regular Saver Account). If you want to do this, please contact us before 18 January 2022.

Changes for specific accounts

What's changing?	How?
HSBC Jade Account	<p>We're changing our rules on who can apply for an HSBC Jade Account. Right now, to qualify for an HSBC Jade Account, you must have an existing HSBC Premier Bank Account and pay your annual income into that account. You must also have either:</p> <ul style="list-style-type: none">• savings and/or investments of £500,000 or more with HSBC; or• a relationship with HSBC Private Bank. <p>We're removing the requirement to hold an existing HSBC Premier Bank Account. Existing customers with any HSBC bank account, or new to bank customers, can now apply. You'll still have to pay your annual income into your HSBC Jade Account.</p>
Graduate Bank Account	<p>We're increasing the interest free amounts on your account – those are the amounts within your overdraft that you don't pay interest on.</p> <p>So in future, in Year 1, you won't pay any interest on the first £3,000 of any arranged overdraft. In Year 2, you won't pay any interest on the first £2,000.</p>
MyMoney Account (Premier MyAccount, MyAccount, Premier MySavings and MySavings)	<p>When you open any of these accounts, you and the parent/guardian linked to the account must sign a third-party document called an 'Authorised Adult Mandate' giving your parent/legal guardian certain rights. They can do things like update your address on your behalf.</p>
Fixed Rate Saver	<p>We're introducing a cooling-off period for reinvesting in a Fixed Rate Saver. You'll now have 14 days from the date you receive confirmation of your reinvestment to withdraw your money and close the account without any charges.</p>
Future Saver for Children	<p>The specific terms applicable to this account, including eligibility details, are now included in our terms.</p>
Online Bonus Saver	<p>We've made some changes to the rules that apply to Online Bonus Saver. There's no maximum savings limit but you can only have one Online Bonus Saver at any time in your sole name. You'll also need to have an HSBC current or savings account (that isn't a Basic Bank Account).</p>

Changes for current accounts and savings accounts

What's changing?	How?
<p>Reporting a lost or stolen card from outside the UK, Channel Islands and Isle of Man</p>	<p>If you're outside the UK, Channel Islands and Isle of Man and want to contact us to report your card as lost or stolen, then you can do this free of charge through Mobile or Online Banking. If you are calling us from outside the UK, Channel Islands and Isle of Man, then call charges will apply.</p> <p>We're including that in our terms so you're aware of this.</p>
<p>Paying cash into your bank account</p>	<p>There are limits on the amount of cash you can pay into your bank account each day. We'll tell you what these are when you're depositing cash. You can also check our website or ask us at any time.</p> <p>If you're depositing cash in a foreign currency and your account is in a different currency, we'll only convert the money up to the daily cash deposit limit.</p>
<p>Internal and external payments</p>	<p>We're updating our terms to match our processes on how we send payments.</p> <p>The way we send payments depends on how much you're sending and to who (whether you're making an internal or external payment). We'll tell you about any limits that apply when you ask us to make the payment.</p> <p>We usually use CHAPS for payments over our limits and Faster Payments for everything else. Our charges for payments made by CHAPS and Faster Payments are set out in our terms.</p> <p>External payments are payments made to an account outside the HSBC Group.</p> <p>Internal payments are payments you make from your account to another account within the HSBC Group in:</p> <ul style="list-style-type: none"> • your name (internal payments to yourself); • in someone else's name (internal payments to someone else). <p>We won't charge you for internal payments if they're within our limits.</p>
<p>The reasons why we might close your account without notice</p>	<p>We're explaining some of the reasons why we might close your account without notice. That includes where you behave inappropriately when using our services. For example, where you use abusive language in payment instructions.</p>
<p>Negative interest rates and other charges</p>	<p>We may need to apply negative interest rates to some credit balances in future, and/or introduce other charges on our accounts. We've updated our terms to make reference to this. We will still notify you if we plan to introduce any new charges or negative interest rates in future.</p>
<p>Unused Direct Debits and standing orders</p>	<p>The amount of time we will allow an unused Direct Debit or standing order to remain dormant before we cancel it has been extended from 13 to 24 months.</p>
<p>Contacting us</p>	<p>The best place to find information about how to contact us and our opening hours is at our website, ciom.hsbc.com. Contact numbers and opening hours may be subject to change. We've clarified this in our terms.</p>
<p>What happens if your account is upgraded, or the type of account you have is changed for any other reason</p>	<p>Whilst we will try to ensure your account number does not change, there may be circumstances in which we need to change your account number, so we've updated our terms to reflect this.</p>
<p>Charges for making payments outside the UK, Channel Islands and Isle of Man</p>	<p>Following Brexit, the rules on charging for payments outside the UK, Channel Islands and Isle of Man have changed. How charges are applied, either by us or the bank receiving the money, will depend on how and where you're sending the money as well the payment's currency. We're updating our agreement to include these changes.</p>
<p>Giving you notice about changes to our terms</p>	<p>When we make a change that is to your disadvantage, we will give you two months' notice. When we make a change that is neither to your advantage nor to your disadvantage, we will give you 30 days' notice. Other changes will be made with a shorter notice period. We've clarified this in our terms.</p>

Changes for current accounts

What's changing?	How?
Making changes to your joint account	<p>Right now, all account holders need to agree to change the joint account holders on an account (by taking off or adding another person). All of them also need to agree to allow someone else to operate the account.</p> <p>We won't require everyone to agree in future where a joint account holder is the victim of financial abuse. Instead, we may allow a request from them to be removed from a joint account without requiring other account holders to agree to this.</p>
The rates that apply when you send money in a foreign currency	<p>When you ask us to send money in a foreign currency, we'll convert the amount you want to pay into that currency using the HSBC Exchange Rate (or the HSBC Global Transfers Exchange Rate). We'll tell you what it is.</p> <p>If you ask us to make the payment immediately, we'll apply the rate on the date you ask us to make the payment (even if we process the payment on a different day). For a future dated payment or a recurring payment, we'll use the rate that applies on the date the payment is made. You can get an indicative rate before we start processing the payment by logging onto Mobile or Online Banking, calling us or visiting us in branch.</p>
Overdraft text alerts to your international mobile number	<p>If you've given us an international mobile number, we can now send you overdraft text alerts to that number, unless you've opted out. They'll tell you if:</p> <ul style="list-style-type: none"> • you go into your arranged or unarranged overdraft (including any interest free amount on your account); or • there isn't enough money in your current account to make payments you've asked us to make that day.

Changes to our charges.

We're making changes to some of our charges. We've set out the old charge and the new charge in the table below.

Cheques	Old charge	New charge
Cheques issued by banks outside the UK, Channel Islands or Isle of Man that we negotiate for you	<ul style="list-style-type: none"> • Up to and including £100: £6 • £100.01 to £5,000: £12 • £5,000.01 to £10,000: £24 • £10,000.01 to £50,000: £34 • £50,000 or more: £60 • Returned cheque: £25 	<p>Pension cheques:</p> <ul style="list-style-type: none"> • £6 for all amounts <p>All other cheques that we collect or negotiate for you:</p> <ul style="list-style-type: none"> • All amounts: £28 • Returned cheque: £28

Accessibility

To find out more about our accessible services please visit [ciiom.hsbc.com/accessibility](https://www.ciiom.hsbc.com/accessibility) or ask at any of our branches.

If you'd like this document in another format such as large print, Braille or audio, please contact us on 03456 006 161.

BSL Video Relay Service is also available. Opening hours and contact numbers may be subject to change. Please refer to our website [ciiom.hsbc.com](https://www.ciiom.hsbc.com) for the current opening hours and contact numbers.

[ciiom.hsbc.com](https://www.ciiom.hsbc.com)

HSBC Bank plc. Registered in England and Wales number 14259. Registered office 8 Canada Square, London, E14 5HQ. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. HSBC Bank plc, Jersey Branch is regulated by the Jersey Financial Services Commission for Banking, General Insurance Mediation, Fund Services and Investment Business. HSBC Bank plc, Guernsey Branch is licensed by the Guernsey Financial Services Commission for Banking, Insurance Intermediary and Investment Business. In the Isle of Man HSBC Bank plc is licensed by the Isle of Man Financial Services Authority.

HSBC Customer Information: PO Box 760, 1 The Forum, Parkway, Fareham PO14 9TE NRFB1247 MCP54721 ©HSBC Group 2021. All Rights Reserved.