

Guide to Credit Scoring, Credit Reference and Fraud Prevention Agencies

Credit scoring – what is it?

Assessing applications for credit

We always take into account your financial circumstances when you apply for a personal or business account. This helps us to decide whether we can offer credit and if so, how much. To help us do this, we use a process called credit scoring.

How does credit scoring work?

Credit scoring takes into account information from you, us and any other organisations. Where we use information from other organisations, this may include a licensed Credit Reference Agency (CRA).

Whether we accept or decline your application, we'll be happy to tell you which CRA we approached to help us with our lending decision. You have a right to apply to the Credit Reference Agencies for a copy of your credit file. They may charge a fee for this information.

More information about how we process your data, use CRAs and how we share your data with these can be found in our Privacy Notice [hsbc.co.uk/privacy-notice](https://www.hsbc.co.uk/privacy-notice). We use three CRAs in the UK:

TransUnion: [transunion.co.uk](https://www.transunion.co.uk)

Address: Consumer Services Team
PO Box 491
Leeds LS3 1WZ
Telephone: 03300 247574

Equifax: [equifax.co.uk](https://www.equifax.co.uk)

Address: Customer Service Centre
PO Box 10036
Leicester LE3 4FS
Telephone: 08000 142955

Experian: [experian.co.uk](https://www.experian.co.uk)

Address: Consumer Help Service
PO Box 8000
Nottingham NG80 7WF
Telephone: 03444 810800

Where you have used your international credit history in support of your HSBC UK credit card application more information can be found at:

Nova Credit UK: help.novacredit.com/s

Address:

1 King's Cross Bridge
London N1 9NW

Telephone: 0204 5522961

Credit scoring is designed to produce consistent decisions and to ensure all applicants are treated fairly.

It uses a system based on historical and current financial circumstances. Analysis of data results in scores for each individual. This scores determines whether we can accept your application or not.

If we decline your application, we won't disclose this to the Credit Reference Agency. However, the CRA will keep a record of the search on your credit file which may be seen by other organisations.

What happens if your application is declined?

If we are unable to accept your application, we'll tell you and the reason why unless it is unlawful to do so.

We may provide you with an automated decision. If we decline your application, you have the right to ask for your application to be reviewed by a member of our staff.

If you wish to challenge our decision then please call us on 03457 404 404.

If you're still unhappy with the response you have received, please write to:

The Manager, Service Quality Team
HSBC UK Bank plc
Arlington Business Centre
Millshaw Park Lane
Leeds LS11 0PP

Contacts/phone numbers

Please call us on 03457 404 404 for details of the relevant Credit Reference and Fraud Prevention Agencies that we use. Lines are open 08:00 to 20:00 Monday to Sunday.

Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat on our website, by visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more please get in touch. You can also visit: [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).

hsbc.co.uk

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