

Important Information

Please carefully review the following important information about your transfer to HSBC Private Banking.

What will my HSBC Jade (Premier Bank Account) be named from the transfer date?

Your HSBC Jade Account will be re-named HSBC Private Banking Account. This is the account name you will see on the majority of communications about your account from the date the re-name takes place, and on online and mobile banking. Though you may still see references to HSBC Jade as we work through updating our systems.

Will my account number and sort code change?

No, your account number and sort code will not change. This means that you do not need to tell anyone about the changes to your account, or update any direct debits standing orders.

You will be able to access and use your account as you currently do including through online and mobile banking where you have registered for these services.

Will I receive a new debit card?

Yes, you will receive a new debit card – while you wait for this, you can continue to use your existing HSBC Jade debit card as usual.

Which terms and conditions will apply after I transfer to HSBC Private Banking?

The current terms and conditions that apply to your HSBC Jade accounts, products and services will continue to apply. However, we are making certain changes to the Personal Banking Terms and your HSBC Jade Worldwide Travel Insurance Policy to provide for the transfer. These are summarised in the Notice of Variation included at the end of this Important Information Notice. **Please read this Notice of Variation and keep it in a safe place for future reference.**

You can find a copy of your terms and conditions at www.hsbc.co.uk/legal.

When you read the Personal Banking Terms and HSBC Jade Worldwide Travel Insurance Policy from your transfer date, you should also look at the Notice of Variation.

Will the eligibility conditions for the HSBC Private Banking Account differ to the existing account conditions for HSBC Jade?

Yes. To qualify for the HSBC Private Banking Account, you must have either:

- savings and/or investments of £1.5million or more with HSBC UK Bank plc in the UK, or
- qualify for HSBC Private Banking in another country.

When we assess savings or investments with HSBC in the UK, we will not count anything held with M&S Bank, first direct or HSBC Expat.

Will my overdraft arrangements change?

No, there are no changes to your existing overdraft.

What impact does the change have on my HSBC Jade benefits?

You will keep all of your existing HSBC Jade benefits. You can see the full list here www.hsbc.co.uk/Jade.

Will I continue to receive HSBC Jade Worldwide Travel Insurance with my account?

As long as you are eligible, you will continue to be able to benefit from this travel insurance.

There will be no changes to the scope of your coverage under this insurance and no changes will be made to the underwriter, which is Aviva Insurance Ltd, however the name of your policy will change from “HSBC Jade Worldwide Travel Insurance” to “HSBC Private Banking Account Worldwide Travel Insurance”.

You can find a copy of your travel insurance policy wording at hsbc.co.uk/legal.

Can I continue to use my “Jade ID” to access certain benefits, including the HSBC Jade concierge service?

Your “Jade ID” will now be known as your “Concierge ID”. This can be found on the back of your debit card, your number will not change, and you can still use this to access your benefits.

Am I still eligible for accounts, products and services that are only available to HSBC Premier customers (including HSBC Jade customers), such as Premier savings accounts?

Yes, where you hold a HSBC Private Banking Account you will continue to qualify for HSBC Premier accounts, products and services.

Existing HSBC Private Banking customers

I currently hold accounts, products and services with HSBC UK Bank plc Private Banking and with HSBC Jade. Which terms and conditions will apply from the migration date?

The terms and conditions that apply to each of your accounts, products and services will not change from the transfer (save as outlined in the Notice of Variation at the end of this Notice). Your existing terms and conditions will continue to apply.

Where you currently hold HSBC Private Banking multi-currency accounts, or Private Banking current and deposit accounts with the following sort codes: 40-05-50 or 40-04-42, the HSBC UK Bank Plc Personal Banking Terms and Conditions and Charges do not apply. These accounts will continue to be governed by the HSBC Private Banking Banking Services Terms and Conditions. If you are unclear on which terms apply to your HSBC accounts and services, or if you'd like a copy, please contact your Relationship Manager.

If I hold a Private Banking Gold MasterCard (charge card), will I continue to receive Worldwide Travel Insurance?

Yes, you will continue to be able to benefit from this travel insurance, subject to eligibility. Please be aware that where you hold more than one policy providing the same cover, you will only be able to claim on one policy for the same event.

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, 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).

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