

Key Features of HSBC InvestDirect and HSBC InvestDirect Plus

Available to HSBC InvestDirect and
HSBC InvestDirect Plus customers

Effective date on and from 31 August 2020.

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How to contact us

If you've any questions or need to contact us, you can phone or write to us.

Telephone

Call us on **03456 080 848**
(text phone **03456 088 877**).

Our opening hours are:

Monday to Friday: 7.30am to 9.30pm

(excluding bank holidays)

Saturday: Closed

Sunday: Closed

To ensure we carry out your instructions accurately, to help us to continually improve our service and in the interest of security, we'll record and may monitor your communications with us.

All telephone calls that lead or may lead to a transaction in investments will be recorded and kept. We'll keep records of those telephone calls for seven years. We'll also keep records of all Secure e-messages relating to transactions for seven years. You may ask us for a copy of any such record at any time in the applicable seven year period.

Please note that during busy periods you may experience delays on the telephone.

Post

You can post requests, queries, comments and suggestions to us at:

HSBC InvestDirect

PO Box 716

Forum 1

The Forum

Parkway

Whiteley

Fareham

PO14 9QD

Please note: always send valuable documents to us, such as share certificates, by recorded delivery.

Please refer back to these contact details whenever this document refers to telephoning or writing to us.

Key Features of these products

The purpose of this document is to provide you with important information to help you decide whether our InvestDirect or our InvestDirect Plus service is right for you. You should read this document, along with the HSBC InvestDirect and HSBC InvestDirect Plus Terms and Conditions, carefully so that you understand the service you're applying for, and then keep them in a safe place for future reference.

Aims

The aims of InvestDirect and InvestDirect Plus are:

- ◆ To allow you to deal in UK equities, US equities (InvestDirect Plus only), UK government bonds (gilts) and a range of Exchange Traded Funds on an execution only basis either online or by telephone.
- ◆ To hold investments for you on a nominee name basis.
- ◆ To allow you to open a Stocks and Shares Individual Savings Account (ISA) as part of your InvestDirect/InvestDirect Plus account. If applying for an HSBC InvestDirect/InvestDirect Plus Stocks and Shares ISA, you should also read the HSBC InvestDirect and InvestDirect Plus Stocks and Shares ISA Key Features document.

Your commitment

- ◆ You should view this as a medium to long term investment and should aim to keep it for at least five years.
- ◆ You must be at least 18 years of age, have an active HSBC UK Bank current account (excluding the HSBC Basic current account) and, subject to an exception relating to UK Crown servants working overseas (see page 10 for more details), be resident in the UK, or, if you opened an account prior to 8 September 2014, be resident in the Channel Islands or Isle of Man.
- ◆ To manage your own investments and strategies.
- ◆ To ensure you've the money available to settle your account fee and trades including commission fees, Stamp Duty Reserve Tax and other taxes, levies or transaction costs as detailed under 'Rates and fees'. This will include any costs arising from voluntary or non-voluntary corporate events.
- ◆ To provide us with such information, including personal information, as we shall reasonably require to provide the service.
- ◆ To complete any documentation and applications for additional services (as required) such as:
 - a Stocks and Shares ISA application;
 - additional documentation and identification for dealing in US shares.

Risks

The following is a brief summary of some of the risks that you should consider.

- ◆ A share is an instrument representing a shareholder's rights in a company. When purchasing a share you're becoming a co-owner of the company.
- ◆ The value of shares can fall as well as rise and is not guaranteed. You may get back less than the amount you invested.
- ◆ There is an extra risk of losing money when shares are bought in Alternative Investment Market (AIM) companies, including penny shares.
- ◆ Past performance must not be viewed as an indication of future performance.
- ◆ You'll be able to deal in a range of investments each of which carries a different level of risk.

The favourable tax treatment of ISAs may not be maintained in the future if UK tax law and HM Revenue & Customs practice change.

Full details of the risks can be found under the 'Further Information' section of this document.

Product Comparison and Key Features

Feature	InvestDirect	InvestDirect Plus
Free Account Opening	◆	◆
Open a Stocks and Shares ISA (including transferring in any current and previous years' Stocks and Shares ISAs or Cash ISAs you may have)	◆	◆
Open Investment Accounts in sole or joint names *1	◆	◆
Trade in most UK and Irish equities listed on the London Stock Exchange	◆	◆
Trade in UK government bonds (gilts) and a range of UK listed Exchange Traded Funds *2	◆	◆
Trade in US Stocks listed on:		◆
◆ New York Stock Exchange		
◆ NASDAQ		
Settle your trades to and from your nominated HSBC UK Bank account	◆	
Settle your trades from a Sterling Cash Account which is not linked to your HSBC UK Bank account		◆
Trading Reserve facility *3		◆
Open foreign currency accounts in Euros and US Dollars for trade settlement only		◆
Frequent Trader rate *4		◆
Online access to comprehensive news and company information	◆	◆
Set up email alerts, to let you know when a share has met the criteria you've set	◆	◆
Interactive research tools helping you to make informed decisions about what and when to trade	◆	◆
Virtual portfolio to test your trading strategies	◆	◆
View your holdings online	◆	◆
Share Dealing video – demonstration of how the service works	◆	◆
Placing a deal online	◆	◆
Placing a deal on the phone	◆	◆

*1 For Joint Account Opening currently you can apply via telephone only.

*2 For a list of the available UK-listed Exchange Traded Funds please contact us.

*3 We no longer accept new applications for the Trading Reserve facility. If you already have a Trading Reserve, you can continue to use this in the normal way.

*4 If you place and execute nine qualifying deals (including deals inside an ISA) in a given calendar quarter, you'll be charged our lower Frequent Trader Tariff for subsequent deals placed online during the remainder of that same calendar quarter.

Questions and answers

What are InvestDirect and InvestDirect Plus?

InvestDirect and InvestDirect Plus are execution only Sharedealing and investing services, which means you control your investment portfolio and investing strategies. You can deal online or by telephone, in a range of UK equities, US equities (InvestDirect Plus only), UK government bonds (gilts) and a range of UK-listed Exchange Traded Funds.

Both InvestDirect and InvestDirect Plus offer a host of comprehensive online research tools, which will help you to stay up to date with market news, information and consensus opinions on most listed companies.

What is the difference between InvestDirect and InvestDirect Plus?

The following services are provided by InvestDirect:

- ◆ View all your holdings online.
- ◆ Trade in most UK and Irish equities listed on the London Stock Exchange.
- ◆ Trade in UK-listed government bonds.
- ◆ Trade in a range of UK Exchange Traded Funds.
- ◆ Investment Accounts in sole or joint names.
- ◆ Settle your trades to and from your nominated HSBC UK Bank account (applicable only to HSBC InvestDirect).
- ◆ Open a Stocks and Shares ISA and benefit from the tax advantages, this includes transferring in any current and previous years' Stocks and Shares ISAs or Cash ISAs you may have.
- ◆ Online access to comprehensive news and company information.
- ◆ Set up email alerts, to let you know when a share has met the criteria you've set.

In addition to the above, InvestDirect Plus also allows you to:

- ◆ Trade in US stocks listed on: – New York Stock Exchange – NASDAQ.
- ◆ Open foreign currency accounts in Euros and US Dollars for trade settlement only.
- ◆ Settle your trades to and from your HSBC InvestDirect Sterling Cash Account.
- ◆ A proportion of your holdings may be offset as a Trading Reserve, to allow you to borrow against your investment selections. However, we no longer accept new applications for a Trading Reserve facility.

We offer a Stocks and Shares ISA, which has no initial charge or annual management fee. For further information please refer to our HSBC InvestDirect Stocks and Shares ISA Key Features document.

Who should apply for InvestDirect?

Investors who like to manage their own investments and strategies, and prefer dealing online. Investors must be at least 18 years of age, have an HSBC UK Bank current account

(excluding the HSBC Basic Bank account) and, subject to an exception relating to UK Crown servants working overseas – see page 10 for more details, be resident in the UK, be resident in the Channel Islands or Isle of Man (provided you opened your account prior to 8 September 2014).

How much does it cost to open an account?

We don't charge you for opening an account or for transferring shares into your account. There is a quarterly account fee to maintain an account, details of this charge are provided in the Rates and Fees sections below.

If you're transferring shares from another Sharedealing service you may be charged by your existing service provider. We recommend you check before you request us to transfer them for you.

How do I apply?

To apply for an account, log on to [hsbc.co.uk](https://www.hsbc.co.uk), hover over 'Investing', select 'Sharedealing' and then click on 'How to apply' and follow the online instructions. Alternatively, use the contact details on page 3 to call us.

How long does the account opening process take?

The online application, once completed, will be reviewed and if everything is in order your account will open within three business days.

Applications made over the telephone will take longer, as a Customer Service Representative will take your details and send the application documentation to you, to read and sign. Once we receive your signed application and it is in order, we'll open your account within three business days.

Applications for US sharedealing (within HSBC InvestDirect Plus) won't be actioned until all the additional documents and identification required have been received by us, in accordance with the United States Internal Revenue Services (IRS) regulations.

Can I cancel my application?

For a period of 14 days after we open your InvestDirect/ InvestDirect Plus account, you'll have the right to cancel this contract and close your account. You must tell us in writing that you wish to cancel.

Thereafter, you can terminate your contract and close your InvestDirect/InvestDirect Plus account at any time by writing to us. Whenever you cancel/terminate your contract and close your Account you'll not be charged for doing so.

However, please note that you'll not be able to cancel any transactions undertaken via InvestDirect or InvestDirect Plus once placed in the stock market, where the price depends on fluctuations in the financial market place. You'll also have to pay us any monies due at the time you cancel/terminate the contract, including any charges for the transactions required to transfer your assets out of your Account. If you hold a

joint InvestDirect Account all parties must notify us of your wish to cancel/terminate your contract and close your InvestDirect Account.

Can I access the website 24 hours a day?

Yes. However, on occasion we may undertake routine maintenance, which normally takes place between 00.00 and 6am on a Sunday morning.

Orders placed outside of market hours will be executed as soon as practicable when the stock market opens.

How do I place a deal?

Deals can be placed either online by logging into your InvestDirect/InvestDirect Plus account via Online Banking and going to the buy/sell screen, or you can place deals via the telephone if it's more convenient. All dealing instructions given over the telephone will be on a recorded line. We keep the recording for seven years and you can ask for a copy of the recording at any time in that period. However, please be aware that dealing charges are higher for deals placed over the telephone and during times of exceptional stock market volumes you may experience long call waiting times due to the number of customers calling. Please refer to our rates and fees detailed under 'Rates and fees'.

How much can I trade?

With HSBC InvestDirect, if we approve your application, we allocate a trading limit of £20,000 (or such other amount as we may notify you from time to time), which means that all purchase deals placed and yet to settle must not exceed this trading limit. You'll need to ensure that sufficient money is available in your nominated HSBC UK Bank account to meet the costs of any purchases on the settlement date. If you wish to alter this limit at any time, please contact us.

With InvestDirect Plus you can trade up to the funds available in your Sterling Cash Account.

How do I pay for shares?

InvestDirect has a Settlement Account which will be opened for you and is linked to your nominated HSBC UK Bank account. You'll be able to view all the transactions you make and any cash dividends you receive, through your online Settlement Account. The proceeds of your deals and dividends will be transferred daily (in a single transaction) to your nominated HSBC UK Bank account. The money to pay for share purchases will be taken from your nominated HSBC UK Bank account daily (in a single transaction). Where there is a combination of sales, purchases and dividend distributions, the net proceeds will be taken from or transferred to your nominated HSBC UK Bank account.

InvestDirect Plus has a Sterling Cash Account, which will be opened for you, but unlike InvestDirect is not linked to your HSBC UK Bank account. All trades (including dividends) settle to and from this Sterling Cash Account, which must be funded before a trade can be placed. Sale trades placed but not yet settled are accounted for when purchase trades are made.

ISAs held within InvestDirect and InvestDirect Plus don't settle to and from the Settlement Account or the Sterling Cash Account. ISAs must be funded before a purchase can take place. Proceeds from a sale within the ISA remain inside the ISA. For full details of our Stocks and Shares ISA please refer to the HSBC InvestDirect Stocks and Shares ISA Key Features document.

When will I get my money from a share sale?

UK and US equity trades settle two business days after the date of the trade (T+2) and Gilt trades after one business day (T+1). This means that for an InvestDirect account, money from a sale of a UK equity will go into the Settlement Account on the second business day after the Trade Date (date of the sale). The money will then be automatically transferred to your nominated HSBC UK Bank account that night. The same timescales apply to InvestDirect Plus, except there is no transfer to an HSBC UK Bank account. The money stays in the Sterling Cash Account pending your instruction.

How will my stocks and shares be held?

We'll open an Investment Account for you in which your stocks and shares will be held electronically. These will usually be registered in the name of our nominee company. In some cases, your stocks and shares may be held in the name of a sub-custodian instead. You remain the beneficial owner of the shares.

Nominee accounts make sharedealing easy because the responsibility for looking after all the administration associated with your investments falls upon us. This means we'll ensure that your dividends are collected and dealt with according to your instructions.

You'll not receive any correspondence direct from the company in which you hold shares, but in most circumstances, we'll try to inform you by post of any corporate actions affecting your account, although there will be some situations where it is not possible for us to do so and in those cases we'll act on your behalf as we see fit. Instructions for corporate actions can be given online, by letter or by telephone.

For further information on how we hold your stocks and shares please refer to the HSBC InvestDirect and HSBC InvestDirect Plus Terms and Conditions.

How do I transfer shares to my InvestDirect or InvestDirect Plus account?

To transfer shares to us, you'll need to download a transfer form from your Sharedealing Portal on our website. To access your Sharedealing Portal, please log in to Online Banking at [hsbc.co.uk](https://www.hsbc.co.uk) and click on 'view portfolio' under your InvestDirect or InvestDirect Plus account. Our transfer forms can be found in the 'Share Transfer' section of the 'Products and Services' page.

To transfer in a Share Certificate, please complete and sign the Transfer Form and return the form along with the share certificate to us. We'll then arrange to transfer your paper certificate into your investment account. This process normally takes two weeks but may in exceptional circumstances take up to six weeks or longer to complete, during which time you'll be unable to sell them.

To transfer shares in from another service provider, please complete the transfer request form, sign it and return it to us. We'll then instruct your current provider to transfer your shares to us. The transfer normally takes two weeks, but may take longer as it depends on your current provider. You'll not be able to sell your shares until the process is complete.

How will dividends be paid?

During the account application process, you'll be required to select how you want to receive dividends – either in cash or, where appropriate, as shares (scrip).

Dividends paid in cash will be credited to your InvestDirect Settlement Account or InvestDirect Plus Sterling Cash Account (as appropriate). Cash in your Settlement Account will be transferred to your nominated HSBC UK Bank account daily.

Where the company permits, dividends paid in shares will be added to your investment account as soon as possible after receipt from the company.

All dividends generated from investment into new Real Estate Investment Trusts will be paid in cash, even if a scrip dividend has been elected previously.

Dividends paid as cash in an ISA will not settle to the Settlement Account or Sterling Cash Accounts, but remain in the ISA.

Do you offer a Dividend Reinvestment Plan (DRIP)?

No. We don't currently offer DRIP.

How can I check the value of my portfolio?

Your portfolio of shares and cash (where applicable) can be viewed online at any time. Please note the portfolio balance displayed on HSBC Online Banking may differ from that displayed on your InvestDirect or InvestDirect Plus portfolio page, as the balance displayed on Online Banking is a snapshot and is updated overnight, whereas the balances in InvestDirect and InvestDirect Plus will be more reflective of current activity.

We'll send you a statement in relation to your Investment Account, either online or by post (depending on your communication preferences) every three months. Statements will be dated in March, June, September and December.

You can check and update your communication preferences online. Once you've logged in to your Online Banking, select 'My Documents' which can be found under the 'My Banking' tab. From here, click on the 'Update your preferences' tab and scroll down to the 'My Documents' section. You can select how you'd like to receive your statements in the future.

If 'Yes' is selected under the 'My Documents' section, we'll send you an electronic version of your service related correspondence for your other HSBC products as well (where available) and will no longer provide a paper copy. You'll receive an email alert to let you know there is correspondence ready to be viewed online.

When placing a deal is the price quoted guaranteed?

No. When you enter a buy or sell order in a UK Investment during Trading Hours through Online Banking, we'll usually show you a 'fixed price quote' on the preview order screen which we will use our best endeavors to fulfill. The fixed price

quote is calculated by taking the best price offered by a number of market makers at the time we request a quote. A countdown screen will appear and give you 15 seconds to confirm the order. The price quoted to you will hold good for 15 seconds unless for example, there has been market volatility in the 15 second countdown and the price offered by a third party market maker is withdrawn.

During the 15 seconds you have to accept the fixed price quote provided, the market may fluctuate. This means that if your order is executed in the market at the fixed price quoted, it may be better or worse than the best bid or offer price at the time of execution.

Where you place an order and a fixed price quote isn't available (for example, if the order is placed outside of market hours or you place a large order over the quoted market size) we'll instead give you an indicative quote. If your order is then executed in the market the execution price may be higher or lower than the indicative quote. Indicative quotes are not guaranteed.

Will I get a fixed price quote on all my deals?

A "fixed price quote" is available on most UK shares, but only when the market is open. A "fixed price quote" may not be available for large share quantity orders. If you wish to buy or sell a large quantity of shares you should not split your order into a number of smaller orders which may then be executed with a "fixed price quote". This practice is in breach of stock market conduct and may result in your executed orders being cancelled. If we're unable to offer a "fixed price quote", the quote will be labelled "@ best" with a message "The price at which your order is executed may differ from the indication price". The price you'll receive for this will be based on the market price available at the time of the deal and may differ from the "@ best" price shown.

Can I place a deal limited by price (a Limit Order)?

Yes. We'll accept an order to buy or sell a specified investment at a fixed price or better (a Limit Order). Limit Orders remain open for a maximum 28 days (online Limit Orders are defaulted to one business day). Whilst we'll try to execute your Limit Orders if the limit price is reached, we cannot guarantee to deal at your given price, particularly in fast moving or volatile markets.

Can I sell shares the same day I purchased them?

Yes. Once a purchase has successfully executed, a sale order may be placed.

Can I amend or cancel an order?

You're unable to amend or cancel an order once it has been executed in the market. However, you may be able to prior to execution. Examples would be where you've placed your order outside of Trading Hours, and the order hasn't yet been placed in the market, or if your order hasn't met the limit price set.

To contact us, please use the contact details on page 3 to call us.

We'll not be liable for any loss if an order cannot be cancelled at your request.

Do you allow short selling?

No, we don't offer a short selling service.

How will I receive contract notes?

We will send you contract notes (trade confirmations) by e-message on the next business day after an order to buy or sell an investment is executed. You may ask for paper copies by calling us on the number found in the 'How to contact us' section on page 3 of this document.

What is the Secure e-message service?

The Secure e-message service is an email messaging facility that enables you to communicate with us and vice-versa after you've logged on to the secure site. Please note that you should not send any instructions to trade using the Secure e-messaging facility as we'll not be able to act upon them.

Can I hold my Stocks and Shares in an ISA?

Yes, you can shelter your investments in a tax-efficient HSBC InvestDirect Stocks and Shares ISA. Please be aware that subject to HMRC regulations, not all stocks are ISA eligible.

For further information please refer to our HSBC InvestDirect Stocks and Shares ISA Key Features document, which can be found in the 'Apply for ISA' section of the 'Products and Services' page on our website.

How much does the service cost?

The service costs nothing to open, but there are quarterly fees for the Services provided and charges for dealing and other transactional costs. See below under 'Rates and fees' for further information.

We'll also provide you with our Costs and Charges Disclosure Document. This document gives you important information about charges and the breakdown of costs you pay in respect of your investments and the services we provide to you in relation to your investments.

Except where indicated otherwise, any costs related to the Service are exclusive of any applicable VAT, stamp duty, stamp duty reserve tax, other taxes and levies relevant to orders you place.

Each year around the anniversary of the date on which you opened your account we'll send you a Costs and Charges Statement which sets out the actual charges that have been made together with an illustration of the cumulative affect of those charges on your Fund investments.

Are there any account closure fees or inactivity fees?

We don't charge you to close your account or if we mark your account as inactive (dormant). For further information regarding dormant Accounts please refer to the HSBC InvestDirect and HSBC InvestDirect Plus Terms and Conditions.

There is a charge for transferring stock out of your account, either to another broker or directly to you in certificate form. This is charged per line of stock (for example, if you hold shares in HSBC and another company this will be classified as two lines of stock and you'll be charged the fee twice).

The charge will be taken from your settlement account that will sweep to your HSBC nominated account. Your account may go overdrawn. If you don't have enough money in your nominated account to pay the transfer-out charge, we'll sell stocks to cover the charge.

Remember that if we've to sell stock from your ISA, you'll lose the tax benefits of holding that money within an ISA.

Any trades placed that have yet to settle must be settled before your account can be closed.

Please refer to our latest rates and fees for more information on charges.

Can I continue to hold my InvestDirect or InvestDirect Plus account if I no longer live in the UK?

If you become a permanent non-UK resident, unless the Account was opened prior to 6 October 2014 and you're resident in the Channel Islands or the Isle of Man, you may not be able to continue to hold your InvestDirect or InvestDirect Plus account.

If we're no longer able to provide you with this service and you don't instruct us to transfer any shares and/or money you've in your InvestDirect or InvestDirect Plus account to another provider, we may close your account by selling your holdings and forwarding you the proceeds.

Non-UK residents who are Crown employees, such as a diplomat or a member of the armed forces working overseas and paid by the UK Government, can still open and/or maintain an InvestDirect or InvestDirect Plus account. This also applies to a non-UK resident spouse or civil partner of such a Crown employee.

What happens to my investments if I stop receiving the service?

If you're no longer eligible for this service (a full list of eligibility requirements can be found in our Terms and Conditions) we may need to close your account. In this scenario, we'll seek to transfer investments to you, a charity or a third party broker in accordance with your instructions. If you don't tell us what you want to do with your investments within a reasonable time, we may take necessary reasonable steps to return your investments to you. If we've not heard from you, we may sell your investments and pay the sale proceeds into your nominated account or to a personal HBSC bank account in your name (or if you're a joint IDA holder, in the names of all the joint IDA holders for your IDA) or send the proceeds of sale to you. This may mean that we'll send a cheque to the last address we hold on record for you where it is reasonable for us to do so.

We'll give you advance notice if we intend to sell your investments in this way.

Rates and fees

	HSBC InvestDirect Deals placed online	HSBC InvestDirect Plus Deals placed online	HSBC InvestDirect and HSBC InvestDirect Plus Deals placed by telephone
Account Fee	<p>£10.50 per quarter (inclusive of VAT). Account Fee payable in respect of each Investment Account, quarterly in arrears.</p> <p>On the last business day of each quarter you'll be charged an Account Fee. Calendar quarters run from January to March, April to June, July to September and October to December.</p> <p>You'll always hold an Investment Account in order to pay the fee, but holding an ISA will be at no additional cost.</p>		
UK Shares and Exchange Traded Funds	£10.50	£10.50 £7.95 Frequent Trader Tariff (see below for details)	£29.95
<p>The following Government charges apply:</p> <p>UK Stamp Duty Reserve Tax* – 0.5% on purchases of UK registered stocks settled by CREST (rounded up to the nearest 1p).</p> <p>Please note: Stocks listed on AIM and purchases of UK-listed ETF units are exempt from UK Stamp Duty Reserve Tax.</p> <p>Panel on Takeovers and Mergers Levy* – £1 charge on all equity deals over £10,000.</p> <p>UK Stamp Duty* – Non CREST eligible and CREST eligible residual stocks are subject to Stamp Duty of 0.5% (where total consideration is over £1,000) rounded up to the nearest £5.</p>			
Gilts	£39.95	£39.95	£49.95
Shares denominated in Euros	€29.95	€29.95	€49.95
<p>The following Government charges apply:</p> <p>Irish Stamp Duty* – 1.0% on Irish equity purchases</p> <p>Irish Takeover Panel* – €1.25 charge on all Irish share transactions over €12,500</p> <p>French Financial Transaction Tax (FTT) 0.3% on purchases</p> <p>Italian Financial Transaction Tax (ITT) 0.1% on purchases (0.2% for Over The Counter trades)</p>			
US Shares	Not available	\$29.95	\$49.95 – InvestDirect Plus only
<p>A small transaction fee will apply to the sale of US equities and is paid to the US Securities and Exchange Commission (SEC). For reference, the latest SEC rate is 0.00221%* (Correct as of 18 February 2020). This SEC levy is subject to change at any time.</p> <p>For the up-to-date rate, please see the latest announcement on the SEC website sec.gov/divisions/marketreg/mrfreqreq.shtml#feerate</p>			

*These charges are not set by HSBC and are therefore outside of HSBC's control. All other charges are set by HSBC.

**Frequent Trader Tariff –
for InvestDirect Plus customers only**

If you place and execute nine qualifying deals (including deals inside an ISA) in a given calendar quarter, you'll be charged our lower Frequent Trader Tariff for subsequent deals placed online during the remainder of that same calendar quarter.

Calendar quarters run from January to March, April to June, July to September and October to December.

Limit Orders and orders placed outside of normal UK business hours will attract the dealing charge applicable at the time the order is placed and not when the order is executed.

The following executed deals placed online or by telephone will be counted towards qualifying for the Frequent Trader Tariff:

- ◆ UK (Sterling denominated) Shares
- ◆ UK (Sterling denominated) Shares traded inside an ISA
- ◆ Exchange Traded Funds

Rates and fees – other charges

Transfer stock in **Free**

Transfer stock out **£15.00 per line of stock**

Copy of statement **£15 + VAT per copy**

Ongoing HSBC World Selection Charges

HSBC World Selection Funds are clean share class funds and no initial charge is taken from your original investment.

Please refer to the latest Key Investor Information Document for any ongoing charges applied by the Fund Manager.

Key Investor Information Documents can be found on the HSBC Global Asset Management website

assetmanagement.hsbc.co.uk.

HSBC World Selection Funds are no longer available for new investments and are not subject to the quarterly Account Fee.

Currency cut-off times

When you make a Priority Payment, currency cut-off times will apply. The cut-off time for Euro is 15:30.

For further information, please go to our website.

Further information

InvestDirect and InvestDirect Plus are provided by HSBC UK Bank plc.

The account manager for HSBC InvestDirect Stocks and Shares ISAs is HSBC UK Bank plc.

HSBC UK Bank plc is established at **1 Centenary Square, Birmingham B1 1HQ** which is its registered office. HSBC UK Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our firm reference number is 765112. You can check this on the Financial Services Register by visiting the Financial Conduct Authority website **fca.org.uk** or by contacting the Financial Conduct Authority on **0800 111 6768**.

HSBC UK Bank plc's registered VAT Number is GB365684514.

Unless agreed to the contrary, sharedealing transactions placed with HSBC UK Bank plc will be traded by us in sterling, as either agent or (where permitted by applicable laws and regulatory requirements) as principal.

Suitability and Appropriateness of Agreement

Neither the information, nor any opinion contained in our site constitutes an offer to sell or solicitation or an offer to buy any securities or financial instruments or any other products, accounts or services or any advice or recommendation with respect to such securities, financial instruments or other products, accounts or services. Before entering into an agreement you're advised to obtain appropriate legal, accounting and tax advice where necessary. The material contained on our site is for information only and does not constitute investment or other financial advice or a recommendation to buy or sell investments. As InvestDirect and InvestDirect Plus are execution-only services, we're not required to assess the suitability or appropriateness of this service or of any investments or transactions for you. This means that the protection offered by the Financial Conduct Authority's rules on assessing suitability and appropriateness does not apply.

InvestDirect and InvestDirect Plus are provided for personal use only and are not intended to be used for professional purposes. You'll be categorised a retail client in relation to your use of these services, in accordance with the definition published by the Financial Conduct Authority.

Investing

You may only trade in investments, which we define as all freely transferable equity and debt securities listed on UK exchanges. In addition you may trade open-ended investment companies and investment products linked to an index which are listed in the relevant page of our website or as notified to you from time to time, but excludes derivatives.

For InvestDirect Plus, investments also include most shares listed on the NYSE and NASDAQ exchanges.

Stabilisation

When a new issue of shares comes on to the market, stabilisation may occur. Sometimes the price of newly issued shares can drop before buyers are found. Stabilisation enables the market price of a security to be maintained during the period that the new issue is being sold to the public. It may affect the price of the new issue and the price of other securities relating to it.

The 'stabilisation manager' is normally the firm chiefly responsible for bringing a new issue to market. The stabilisation manager is entitled to buy back securities that were previously sold to investors or allotted to institutions that have decided not to keep them. The effect of this is to keep the price at a higher level than it would otherwise be during the period of stabilisation.

The fact that a new issue or a related security is being stabilised should not be taken as any indication of the level of interest from investors, nor of the price at which they're prepared to buy securities.

Stabilisation is allowed by the Financial Conduct Authority and stabilising managers have strict rules that they must adhere to.

Failed Trades

A Failed Trade occurs when a Trade that hasn't settled in the market (for whatever reason) by the agreed settlement date in accordance with the contract note.

In the event of a Failed Purchase Trade, we'll:

- ◆ move the money we took to effect settlement into an appropriate segregated account, until the trade has settled in the market;
- ◆ send you a letter telling you about the Failed Trade within seven Business Days of the settlement date, if the trade remains unsettled at this point; and
- ◆ inform you once the trade has settled in the Market.

Importantly, you'll receive the same price in the event of a Failed Trade as you would have received had the trade been settled in accordance with the contract note.

Please be aware that while you won't be able to transfer an Investment that is the subject of a Failed Trade, you'll be able to sell the Investment. The delay in obtaining the stock won't affect your rights to any entitlements associated with the ownership of shares, such as dividends, which are due to you.

In the event of a Failed Sell Trade you'll still receive your proceeds on the original settlement date. You'll receive the same price in the event of a Failed Trade as you would have received had the Trade been settled in accordance with the contract note.

Risks

- ◆ A share is an instrument representing a shareholder's rights in a company. When purchasing a share you're becoming a co-owner of the company. You therefore participate in its development as well as in chances for profits and losses which makes it difficult to forecast the precise yield on such an investment. An extreme case would be if the company went bankrupt, thereby eroding the total sums invested.
- ◆ Overseas securities – if you decide to invest in overseas securities or securities denominated in a currency other than Sterling, the value of your investment and income from it could be affected by changes in the rates of exchange between currencies.
- ◆ Smaller Companies – there is an extra risk of losing money when shares are bought in Alternative Investment Market (AIM) companies including penny shares, as there may be a big difference between the buying price and the selling price of these shares. If they have to be sold immediately, you may get back much less than you paid for them.
- ◆ UK government bonds (gilts) – like all investments available, the value of gilts and other fixed income securities and the income from them can go down as well as up and you may not get back the amount you originally invested. If you purchase gilts above par value and hold them to redemption, you'll receive less than you paid for them.
- ◆ Past performance must not be viewed as an indication of future performance.

Tax

All interest on your portfolio will be paid gross and will contribute towards your personal savings allowance, if applicable. Dividends from UK shares will also be paid gross (but there may be some withholding tax in respect of non-UK shares), and will contribute towards your Dividend Allowance. If you exceed your allowances, it's your responsibility to declare this to HMRC, as you may be required to pay some tax on the interest and/or dividends received via your own tax return (please check your personal allowances). For further information on your allowances and responsibilities please visit gov.uk In addition, any growth in the value of an investment may be subject to capital gains tax if your total capital gains (less allowable losses) from all sources, exceeds your annual exemption limit. The sale of shares in certain Funds can have a different treatment.

UK investors investing in offshore funds which have been granted 'reporting fund' status are required to declare distributions received and 'excess reportable income' over the amounts actually distributed. Reports of the relevant income will be made available by the Fund and you'll be responsible for obtaining the relevant information. Information relating to a Fund's excess reportable income should be available from the Fund directly, for example in the annual report and accounts or, in some circumstances, may be available online.

This information is based on our understanding of current UK law and HM Revenue & Customs practice. Tax benefits, law and practice may, of course, change in the future. Your tax liability will depend on your own individual circumstances, including your country of residence for tax purposes. We've no responsibility for your tax obligations (including payment). If you're unsure about your own situation, you should seek appropriate professional advice.

Conflicts of interest

We've a strict policy designed to take all appropriate steps to identify and prevent or manage any conflict of interest which may arise between your interests and that of other customers, ourselves or other members of the HSBC Group. The HSBC InvestDirect and HSBC InvestDirect Plus Terms and Conditions cover this policy in more detail.

Best Execution

The Best Execution Disclosure Statement contained in the HSBC InvestDirect and HSBC InvestDirect Plus Terms and Conditions provide a summary of the steps we'll take to achieve the best possible result for client orders.

Financial Services Compensation Scheme

We're covered by the Financial Services Compensation Scheme (FSCS). You may be eligible to compensation from the scheme if you've a valid claim against us in respect of investment business and we cannot meet our obligations. Most types of investment business are covered. Your eligible deposits (including cash balances in your cash account) are covered separately by the FSCS. The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to the current FSCS limit for deposits. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, each depositor would have a separate claim up to the FSCS deposit limit and so the maximum amount that could be claimed in total would be twice the current FSCS deposit limit. The FSCS deposit limit relates to the combined amount in all the eligible depositor's accounts with the bank, including their share of any joint account, and not to each separate account.

InvestDirect and HSBC are both trading names of HSBC UK Bank plc and customers who hold deposits under both trading names will only be eligible for one claim of up to the FSCS deposit limit in total in respect of all amounts held by HSBC UK Bank plc. For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please refer to the FSCS website fscs.org.uk or call the FSCS on **0800 678 1100** or **020 7741 4100**.

Please note, only compensation related queries should be directed to the FSCS. For all other enquiries on your account please contact HSBC on **08456 002 469**.

Language and law

These key features and our terms and conditions are supplied in English and we'll communicate with you in English during the course of our relationship with you. The terms and conditions are governed by the law of England and Wales as are our dealings with you up until the time you enter into the contract. The English Courts will have non-exclusive jurisdiction over all disputes arising in connection with your relationship with us. If you're an InvestDirect Plus customer and you opened your account(s) in Scotland, the laws of Scotland apply so these terms and conditions are governed by the law of Scotland as are our dealings with you up until you enter into the contract. The Scottish courts will have non-exclusive jurisdiction over all disputes arising in connection with your relationship with us. Any banking terms and conditions implied by law will also apply to our terms and conditions.

Complaints

If you're unhappy in any way with our products and services then please let us know by speaking to one of our Customer Service Representatives on **03456 022 469** or writing to us at:

HSBC Invest Direct
PO Box 716
Forum 1
The Forum
Parkway
Whiteley
Fareham
PO14 9QD

On receipt of your complaint, we'll send you a copy of our leaflet 'Listening to your comments' which explains how we'll handle your complaint. A written copy of our complaint procedures is available on request.

If we cannot resolve your complaint in the first instance, you can refer it to:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Telephone: **0800 023 4567**
or to call from abroad **+44 20 7964 0500**

Email: **complaint.info@financial-ombudsman.org.uk**

Website: **financial-ombudsman.org.uk/contact/**

The Financial Ombudsman Service will generally review complaints from retail customers. However, their criteria for reviewing complaints may mean that even if you've been categorised by a provider of products and services as a retail client they may not regard you as an eligible complainant.

Complaining to the ombudsman won't affect your legal rights.

Accessibility

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

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

A textphone service is also available for customers with hearing and/or speech impairments.

If you use your own textphone you can call us on **03457 125 563** (+44 207 088 2077 from overseas).

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