

Account Closure Form

Closing your account

On behalf of HSBC, we would like to thank you for banking with us and hope that we can help you with your finances again in the future. We've made the process straightforward and hassle-free, so once you've made the decision to close your account(s) and services, we'll handle your request quickly and without fuss.

Requirements and guidance

We need you to provide us with certain information in order for us to close your account. These questions are marked with an asterisk on the fold out closure form which is part of this leaflet. As long as you provide all the information we need and the conditions of closure are met, your account will be closed within **five working days** of our receiving the form.

We also enclose a prepaid envelope for you to return the form to us.

We will close your account subject to the following terms:

- **All cards and cheque books must be destroyed before you submit your Account Closure Form.**
- **Your account cannot be closed with a debit balance outstanding.** We can arrange payment of borrowing for you from another HSBC account in your name on this form.
If repayment needs to come from another source this must be completed before submission of this form.
- All cards and cheque books will be cancelled on receipt of your closure request.
We may require you to repay any money owed to us, including the amount of any cheques you have issued, card transactions you have made and are paid by us after closure and any charges incurred.
- For joint accounts signatures from all parties are required.
- Unless requesting transfer to another HSBC **account in your name**, all Direct Debits and standing orders will be cancelled on receipt of your request. It is your responsibility to advise all Direct Debits parties of changes unless transferring these to another HSBC account in your name, where we will do this for you.
- Payment of remaining funds – Please be aware some of the payment methods we use will have a charge, further details can be obtained online at www.hsbc.co.uk or from Customer Service Centre on 08457 404 404, +44 1226 261 010 if calling from abroad or Textphone 08457 125 563. Lines are open from 8am to 8pm every day and 24 hours a day for HSBC Advance customers. Premier customers should call 08457 70 70 70, +44 1226 260 260. To ensure that we carry out your instructions accurately, to help us continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us. Note any payment charge will be deducted from your remaining account balance.
- You cannot request to transfer an ISA using this form. Please visit one of our branches if you wish to transfer your ISA.
- **If your signature does not match that which we hold on file for you, your account will not be closed. We will write to you requesting a new mandate is signed before we can close the account.**
- **With certain accounts there are financial and other consequences to early closure. It is essential that you are aware of the terms before deciding to close the account.**
- Please note that interest and charges being applied to the account may not have been applied at the time of closure. You remain liable for these charges.
- Redirecting Transactions – note we can redirect all future transactions (including any card transactions or cheques which are processed after the account is closed, any credits we receive for the closed account) that involve your closed account to another account held in your name with HSBC. This redirection will be applied the day after account closure and will be effective for thirteen months.
- Within 10 working days of closing a Current Account, we're required to provide you with the last 5 years transaction history (or less if required). We'll be sending this by email, please provide us with your email below. If you prefer not to receive this you can opt out. But don't worry, even if you say no now you can still get a history going back five years from whenever you ask us, so let us know if you change your mind and we'll send you what we have. If you don't have an email address please contact us to confirm how we send this to you.
- Return address detailed below:
Post Team Account Closure
HSBC Bank plc
Coventry District Service Centre
Harry Weston Road
Binley
Coventry,
CV3 2BR

hsbc.co.uk

Issued by HSBC Bank plc

Customer information: PO Box 6201, Coventry CV3 9HW

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What we need you to tell us – Please ensure you complete all fields marked with an asterisk.

*Account(s) to be closed

Sort Code(s) Account Number(s) Sort Code(s) Account Number(s)
4 0 - -
4 0 - -
4 0 - -

Closure Reason

Service – I am dissatisfied with some aspects of HSBC’s service
Pricing – I am dissatisfied with interest or charges on my account
Policy – I am dissatisfied with the rules around the product, ie, notice periods, bill payments, Personal Internet Banking access
Moving away
Personal circumstances have changed
Using funds
Similar account already held or opening a similar account with HSBC
Opened in error
I am no longer using the account

*Recent transaction information

No transactions within last 4 days
Date of last card transaction (if applicable)
Amount of last card transaction (if applicable)
Last cheque serial number (if applicable)
Last cheque date (if applicable)

*Payment method for remaining funds

Please tell us how you want to make the payment of any remaining funds from your account.

Please choose one only:

Internal transfer to another HSBC account in my name – please tick this box if you also want all future transactions directed to this account.
External transfer –
International Payment – For payments abroad. Failure to provide a correct BIC and IBAN may result in additional charges.
Cheque

Repayment of borrowing

Before closure all borrowing must be repaid. We can do this for you from another account held with HSBC in your name.

Please provide the sortcode 4 0 - - and account no. - - - - -

Standing Orders and Direct Debits

We can arrange to transfer direct debits to another HSBC account in your name, if you would like us to arrange this please provide the

sortcode 4 0 - - and account no. - - - - -

Current Account Transaction History

We'll be sending this by email please provide us with an email address

If you'd prefer not to receive this, tick this box

By signing below you are requesting us to close the accounts specified and confirming you have taken the necessary actions to ensure we can progress with this closure, including the destruction of any cheque books and cards.

- Signature(s) (signatures from all parties are required for joint accounts)

Signature Date DDMMYYYY