

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 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 may have a charge, further details can be obtained online at **hsbc.co.uk** or from the Customer Service Centre on **08457 404 404, +44 1226 261 010** if calling from abroad. Premier customers should call **08457 70 70 70, +44 1226 260 260**. If you require a textphone service you can download the UK Relay App and call our customer services team on **03457 404 404 (+44 1226 261 010** from outside the UK). HSBC Premier customers can call **03457 70 70 70 (+44 1226 260 260** from outside the UK). If you have a textphone, you can dial the prefix 18001 followed by our customer services telephone number. 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 UK Bank plc

Customer Service Centre, BX8 1HB

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 - [] [] - [] []	[] [] [] [] [] [] [] []	4 0 - [] [] - [] []	[] [] [] [] [] [] [] []
4 0 - [] [] - [] []	[] [] [] [] [] [] [] []	4 0 - [] [] - [] []	[] [] [] [] [] [] [] []

Closure Reason

<input type="checkbox"/> Service – I am dissatisfied with some aspects of HSBC's service	<input type="checkbox"/> Moving away	<input type="checkbox"/> Similar account already held or opening a similar account with HSBC
<input type="checkbox"/> Pricing – I am dissatisfied with interest or charges on my account	<input type="checkbox"/> Personal circumstances have changed	<input type="checkbox"/> Opened in error
<input type="checkbox"/> Policy – I am dissatisfied with the rules around the product, i.e. notice periods, bill payments, Personal Internet Banking access	<input type="checkbox"/> Using funds	<input type="checkbox"/> I am no longer using the account

***Recent transaction information**

No transactions within last 4 days If you have not transacted in the last 4 days we do not require the details of your last card transaction or cheque issuance.

- Date of last card transaction (if applicable) No card held

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---
- Amount of last card transaction (if applicable)
- Last cheque serial number (if applicable) No cheque book held

[]	[]	[]	[]	[]	[]	[]	[]
-----	-----	-----	-----	-----	-----	-----	-----
- Last cheque date (if applicable)

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

***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.

Please provide the sort code and account number: 4 0 - [] [] - [] [] Account No [] [] [] [] [] [] [] []

External transfer –

- For payments to other UK banks or HSBC bank accounts in a different name. Beneficiary's name
- Available free for funds up to £10,000 – any amount above this will incur a charge – see requirements and guidance section
- Sort code and account number for funds to be paid into. [] [] - [] [] - [] [] Account No [] [] [] [] [] [] [] []

International Payment – For payments abroad. Failure to provide a correct BIC and IBAN may result in additional charges.

- Beneficiary Bank Swift address (BIC)
- Beneficiary Account Number inclusive of sort code (IBAN)
- Beneficiary's name
- Beneficiary's address
- Postcode

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 sort code 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 sort code 4 0 - [] [] - [] [] and account no. [] [] [] [] [] [] [] []

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 <input type="text"/>	Signature <input type="text"/>
Date <input type="text"/>	Date <input type="text"/>

hsbc.co.uk

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Customer information: Customer Service Centre, BX8 1HB.

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