



Getting  
started

Introducing  
your account



HSBC UK

# Welcome to banking designed to suit your taste

When it comes to banking, we don't believe 'one size fits all'. That's why in addition to our regular Bank Account, we've developed Bank Account Pay Monthly\*. Both accounts are straightforward and easy to manage. Both give you the everyday banking essentials you'd expect, plus some useful extra benefits. However, there are some key differences. Take a look through this brochure to find out more.

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\*Certain features and benefits are subject to status and meeting HSBC proof of UK address requirements.

# Your new account 'at a glance'

Banking	Bank Account	Bank Account Pay Monthly
Regular monthly deposit required* <sup>1</sup>	£500 pm (or £3000 over six months)	£500 pm (or £3000 over six months)
24/7 Telephone and Online Banking* <sup>1</sup>	✓	✓
HSBC Mobile Banking App and Paym Service* <sup>1</sup>	✓	✓
Overdraft Service, available subject to status	✓	✓
No overdraft fees* <sup>2</sup>		✓
Text alerts as you get near your arranged overdraft limit	✓	✓
Monthly fee	Free	£10
<b>Inclusive benefits</b>		
Access to a Regular Saver account* <sup>1, 3</sup>	✓	✓
Access to an online Pay Monthly Money Calendar		✓

\*<sup>1</sup> Please see 'Important notes' at the back of this brochure.

\*<sup>2</sup> Overdraft interest is payable on any arranged overdraft balances.

\*<sup>3</sup> Certain features and benefits are subject to status and meeting HSBC proof of UK address requirements.

To be eligible for Bank Account or Bank Account Pay Monthly, you need to pay £500 or more into your account each month or £3000 over six months. If you're under the age of 24, this eligibility criterion does not apply.

**Call 0800 130 130** (Textphone **0800 028 0126**)

**Visit [www.hsbc.co.uk](http://www.hsbc.co.uk)**

# Bank Account

Bank Account gives you all the features and services you need to make your day-to-day banking easy.

## Your HSBC Bank Debit Card

At the heart of your account, your HSBC Bank Debit Card allows you to:

- ◆ make purchases wherever you see the Visa logo within and outside the UK
- ◆ pay for goods and services online wherever you see the Visa logo
- ◆ withdraw cash in the UK at HSBC cash machines free of additional charges
- ◆ withdraw foreign currency from cash machines outside the UK wherever you see the Visa logo.

Please see 'Important notes' at the back of this brochure for more details.

Your HSBC Bank Debit Card and cheque book (if requested) will be delivered to your home address within five working days and your PIN within seven. In fact, we're so sure of this, we'll give you £10 if they're delayed.

## Contactless\* )))

Contactless cards will display the contactless logo. If your card came with contactless technology, you can use it to make small payments at shops and retailers that have contactless readers within and outside the UK. For more information, please refer to the leaflet that came with your contactless card.

- ◆ **Fast** – There's no need to enter your PIN or sign for everyday purchases under £30. Simply touch the reader with your contactless card and pay in seconds
- ◆ **Secure** – contactless payments are safe and secure. You are 100% protected against fraud, just like CHIP and PIN payments. For extra security you may be occasionally asked to enter your PIN.

## Bank Account Overdraft Service

An Overdraft Service is available with your Bank Account, subject to status. You can apply for an arranged overdraft by contacting us. Any arranged overdraft balances will be charged overdraft interest. Unarranged overdrafts may incur Daily Unarranged Overdraft Usage fees. The monthly cap on unarranged overdraft charges for Bank Account is £80. Further details can be found online at [www.hsbc.co.uk/overdrafts](http://www.hsbc.co.uk/overdrafts) \*1. For details, please see the 'Personal Banking Terms and Conditions and Charges' included with this welcome pack, ask in branch or take a look online.

\*1 see page 14 for more details

The Overdraft Service for Bank Account is different from that for Bank Account Pay Monthly. Please see pages 6 and 7 for details and read the 'Making sense of overdrafts' leaflet in this pack. You can switch to Bank Account Pay Monthly whenever it suits you by calling us or visiting your local branch.

### **Ways to Bank**

Whether you're at home, in the office, or on the go, we make it easy to bank with us. With a choice of ways to access and manage your money you can decide, how, when and where to do your banking. Please see page 3 of the 'Banking made easy' brochure in this pack.

### **Text Alerts\***

In order to help you keep track of your account and avoid overdraft charges, we will automatically send you text messages where we have a mobile telephone number for you in the following circumstances.

- ◆ If we have agreed an unarranged overdraft on your account; or
- ◆ If there is a lack of available funds in your account to make payments due to be made that day.

You can opt out of receiving these alerts by calling us.

You can also register for Text Banking to receive additional text alerts on your mobile (at no extra cost). For example weekly or monthly mini statements on up to a maximum of three accounts (current accounts and/or credit cards).

You can request specific Current Account alerts to notify you of events which can be very useful to help you manage your account, such as when you are nearing your arranged overdraft limit:

- ◆ your balance has fallen beneath a specific amount, useful for managing overdrafts
- ◆ your balance has reached a specific amount
- ◆ a lump sum has been deposited in your account (minimum £25)
- ◆ a lump sum has been withdrawn from your account (minimum £25).

### **Please note**

To be eligible for Bank Account, you need to pay £500 or more a month or £3000 over six months into your account. If you no longer make this monthly payment you may be transferred to our Current Account or your account may be closed. If you are under the age of 24, this does not apply.

\*Certain features and benefits are subject to status and meeting HSBC proof of UK address requirements.

# Bank Account Pay Monthly

With Bank Account Pay Monthly, you get a range of different banking services plus all the same day-to-day features as Bank Account.

## Easy day-to-day banking

Just like Bank Account, with Bank Account Pay Monthly, you'll receive:

- ◆ an HSBC Bank Debit Card
- ◆ easy switching of your existing banking

## A monthly fee

For a fee of £10 a month, Bank Account Pay Monthly gives you access to a range of banking services, including an Overdraft Service, that has been designed to help you know where you stand.

## How your overdraft works\*

With Bank Account Pay Monthly, you can approach us at any time to ask us to agree an arranged overdraft facility on your account. The approval of your request will be subject to status.

Whether you have an arranged overdraft facility or not, you'll also be given a £50 'buffer'. It's intended as a safety net for short-term emergency borrowing if you don't otherwise have enough funds available to cover a payment. Payments will be made using the buffer once any arranged overdraft limit has been reached. We won't charge interest on usage of the buffer.

We won't usually agree to payment requests that would take you over any arranged overdraft limit and your £50 buffer, other than in very limited circumstances where we are obliged to make a payment. When payments are refused due to a lack of funds your credit rating may be affected. Please read the rest of this section and the 'Making sense of overdrafts' leaflet in this pack for more details. If you are unsure about any aspect of your Overdraft Service, please visit your local branch and ask a member of the team. We'll be happy to talk it through with you.

## Text alerts as you get near your arranged overdraft limit

To help you manage your arranged overdraft, we'll send limit alerts to your mobile phone. These limit alerts will be sent the morning after your balance reaches 60%, 80% and 95% of your arranged overdraft limit. For example, if you had an arranged overdraft of £100 and made a payment that took you within £20 of your limit, we would send you a text alert the following morning. Please note, the balance stated in the message may not reflect more recent transactions still to be processed.

We will also send you a text message if there isn't enough available balance in your account to make payments due to be made that day. You can opt out of receiving these.

### **No overdraft fees\***

You will not be charged any overdraft fees but you'll be charged overdraft interest for any arranged overdraft balances, although we won't charge overdraft interest on the £50 buffer. For details, please see the 'Personal Banking Terms and Conditions and Charges' included in this welcome pack, ask in branch or take a look online.

### **A Pay Monthly Money Calendar**

Register for Online Banking, described on page 9, and you'll have access to a quick, interactive tool that can help you manage your money. It lets you take an objective look at your spending, identify your financial goals and gives you hints and tips on how to achieve them.

These four services are: stopping a cheque, asking for a special presentation of a cheque, ordering copies of issued statements and receiving statements more frequently than monthly.

### **The freedom to switch**

If at any time, you no longer feel that Bank Account Pay Monthly is suitable for your needs, you can easily switch to Bank Account or any of our other accounts. Just visit your local branch or call us to speak to a member of the team.

### **Please note**

To be eligible for Bank Account Pay Monthly you need to pay £500 or more a month or £3000 over six months into this account. If you no longer do this, we will contact you to discuss your needs and may give you notice that we will be closing your account. If you are under 24 years of age, this does not apply.

\* Certain features and benefits are subject to status and meeting HSBC proof of UK address requirements.

# Your extra benefits and services

Whether you're a Bank Account or Bank Account Pay Monthly customer, you can take advantage of these extra benefits and services.

## **A Regular Saver account to earn more from your savings**

From time to time, you'll have access to our Regular Saver – one of our highest earning savings accounts.

- ◆ You can start saving from as little as £25 by standing order for a fixed term of 12 months. The monthly subscription limit is £250. However, if you do not save £250 in any given month you can carry over any unused subscription to the following months. Regular Savers can save up to a maximum of £3,000 a year into this account and will be rewarded with an interest rate that is fixed for a year
- ◆ Partial withdrawals are not allowed
- ◆ Interest is calculated daily and paid at maturity
- ◆ If you close your account before the end of the 12-month term, you will receive interest at our Flexible Saver rate – please ask for more information
- ◆ One regular saver per customer.

To apply, visit your local HSBC branch or call us on **0800 032 4729**.

For more details on each of these benefits and services, please see 'Important notes' on pages 13-16 of this brochure.

**Certain features and benefits are subject to status and meeting HSBC proof of UK address requirements.**

# Save time, bank online or on your mobile

We offer a range of easy ways to manage your money when it suits you.

## Online Banking

Fast, secure and easy to use, our Online Banking lets you access your account 24 hours a day (subject to planned maintenance periods).

- ◆ Pay bills, credit cards and send money to friends and family easily and securely
- ◆ Send money between your UK HSBC accounts in an instant
- ◆ View balances and keep track of transactions
- ◆ Manage your standing orders and Direct Debits
- ◆ Request a new PIN
- ◆ Enjoy exclusive online promotions.

## Register in just minutes

All you need to do is visit [hsbc.co.uk](https://www.hsbc.co.uk) and follow the on-screen instructions. Or if you'd rather have someone talk you through it, please ask in your local branch – they'll be happy to help.

## Save paper

Once you've registered for Online Banking, you can choose to reduce the amount of paper we send you.

- ◆ Your statements and charges summaries can be delivered electronically via Online Banking.

## Mobile Banking

Bank on the go with the HSBC Mobile Banking App for iPhone®, iPad®, Android™ and Blackberry 10®. It lets you manage your personal accounts easily and securely from your mobile phone.

- ◆ View balances and up to 90 recent transactions
- ◆ Make bill payments to existing beneficiaries
- ◆ Send money between your HSBC personal accounts
- ◆ Read secure messages
- ◆ Apply for a Loyalty Cash ISA.

To register just visit the App Store, Google Play or BlackBerry World and follow the instructions.

## Paym Service

Paym is an easier way to send money to friends and family through our Mobile App.



Paym is a secure service that allows you to send money from your eligible current accounts using the intended recipient's mobile telephone number instead of their account details.

You can send money to anyone registered for Paym using only their mobile telephone number. To receive money you must register by linking an eligible current account to your UK mobile telephone number.

For more information on our Mobile App and Paym please visit

**[www.hsbc.co.uk/mobileapp](http://www.hsbc.co.uk/mobileapp)**

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# Ways to get in touch

If you ever have any queries about your account or would like some advice, we're here to help.

## Telephone Banking

You can speak to a member of the team in person any day of the week if you call between 8am and 10pm. Or if you've just got a quick query like checking your balance, try our 24-hour automated telephone service. Lines are open every day of the year.

## Branch Banking

We can also help you in person at your local HSBC branch.

Our 24 hour telephone banking and online service are subject to maintenance periods. To help us continually improve our service, and in the interests of security, we may monitor or record your communications with us.

## Useful numbers and addresses

HSBC service	Telephone	Website
Telephone Banking	03457 404 404 (UK) 03457 125 563 (textphone) +44 1226 261 010 (outside the UK)	<a href="http://www.hsbc.co.uk">www.hsbc.co.uk</a>
Lost and stolen cards (24 hours)	03456 007 010 03457 125 563 (textphone) +44 1442 422 929 (outside the UK)	<a href="http://www.hsbc.co.uk">www.hsbc.co.uk</a>
Online Banking registration	0345 600 2290 (for help)	<a href="http://www.hsbc.co.uk">www.hsbc.co.uk</a>
Regular Saver application	0800 032 4729	<a href="http://www.hsbc.co.uk">www.hsbc.co.uk</a> (for info)
Mobile Banking app		<a href="http://www.hsbc.co.uk/mobileapp">www.hsbc.co.uk/mobileapp</a>

# Current Account Switch Guarantee



We have designed the Current Account Switch Service to let you switch your current account from one bank or building society to another in a simple, reliable and stress-free way. It will only take seven working days. As your new current-account provider we offer the following guarantee.

- The service is free to use and you can choose and agree your switch date with us.
- We will take care of moving all your payments going out (for example, your Direct Debits and standing orders) and those coming in (for example, your salary).
- If you have money in your old account, we will transfer it to your new account on your switch date.
- We will arrange for payments accidentally made to your old account to be automatically redirected to your new account. We will also contact the sender and give them your new account details.
- If there are any issues in making the switch, we will contact you before your switch date.
- If anything goes wrong with the switch, as soon as we are told, we will refund any interest (paid or lost) and charges made on either your old or new current accounts as a result of this failure.



# Important notes

## General

All HSBC accounts and credit facilities are subject to status. Bank Account and Bank Account Pay Monthly, along with their related products and services, are subject to our 'Personal Banking Terms and Conditions and Charges and Additional Product Terms, copies of which are in your welcome pack.

All rates and prices in this brochure are correct as at **1 July 2017**, but may change in the future. For information about rates and charges which apply to Bank Account and Bank Account Pay Monthly, please see the Personal Banking Terms and Conditions and Charges and Additional Product Terms.

All the benefits described in this brochure are only available for Bank Account or Bank Account Pay Monthly, as applicable. If you no longer hold the relevant account, HSBC may withdraw any applicable benefits.

Fee-free or free in this brochure means free of any charges from HSBC UK Bank plc.

## Using your card outside the UK

**General:** Unless you agree that the currency conversion is done at the point of sale or withdrawal and agree the rate at that time, for example with the shopkeeper or on the self-service machine screen, the exchange rate that applies to any foreign currency debit card payments (including cash withdrawals) is the Visa Payment Scheme Exchange Rate applying on the day the conversion is made.

For foreign currency (non-sterling) transactions we will charge a fee of 2.75% of the amount of the transaction. This fee will be shown as a separate line on your statement as a 'Non-Sterling Transaction Fee'.

Details of the current Visa Payment Scheme Exchange Rates can be obtained from the card support section of [hsbc.co.uk](http://hsbc.co.uk) or by calling us on the usual numbers. We will deduct the payment from your account once we receive details of the payment from the card scheme, at the latest, the next working day.

**Cash machines:** There is a non-sterling cash fee currently 2% (minimum £1.75, maximum £5.00) for cash withdrawals at a self-service machine outside the UK, or in the UK where we carry out the currency conversion.

Some cash machine operators may apply a direct charge for withdrawals from their cash machines and this will be advised on screen at the time of withdrawal.

**Shops and retailers:** There is no transaction fee for using your debit card to pay for goods and services outside the UK.

## Bank Account

If you do not pay £500 or more into your account each month or £3000 over six months, your account may be transferred to our Current Account product or we may give you notice that we will close your account. If you are under 24 years of age, this will not apply. You can switch to Bank Account Pay Monthly or any of our other accounts whenever you like, subject to status, by calling us or visiting your local branch.

## Bank Account Pay Monthly

If you do not pay £500 or more into your account each month or £3000 over six months, we will contact you to discuss your needs and we may give you notice that we will close your account. If you are under 24 years of age, this will not apply.

We won't agree to payment requests that would take you over an arranged overdraft limit and your £50 buffer, other than in very limited circumstances where we are obliged to make a payment. This could mean that more payments are refused than you are used to and your credit rating could be affected. If you regularly use an unarranged overdraft, this account may not be suitable for you. A full Individual Review, including analysis of income and expenditure and borrowing needs, will be undertaken at account opening to help you determine if the account is suitable for you and to make sure you understand how it works.

If you no longer feel Bank Account Pay Monthly is suitable for your needs, you can switch to any of our other accounts whenever you like, subject to status. Just visit your local branch or call us to speak to a member of the team.

### Monthly cap on unarranged overdraft charges

1. Each current account will set a monthly maximum charge for:
  - (a) going overdrawn when you have not arranged an overdraft; or
  - (b) going over/past your arranged overdraft limit (if you have one).
2. This cap covers any:
  - (a) interest and fees for going over/past your arranged overdraft limit;
  - (b) fees for each payment your bank allows despite lack of funds; and
  - (c) fees for each payment your bank refuses due to lack of funds.

The introduction of the Monthly Maximum Charge will not affect any charging period that ended prior to 1st August 2017. Any notification of charges that are generated on or after 1st August 2017 will incorporate the new Monthly Maximum Charge cap.

### Telephone and Online Banking

Our 24-hour telephone banking and online service are subject to maintenance periods. We will try to inform you of such periods in advance but it may not always be possible to do so. 24-hour automated telephone banking is available subject to you successfully identifying yourself using our automated system. Customer Service Representatives are available every day 8am to 10pm. Textphone **03457 125 563**. From abroad, please call **+44 1226 261 010**. Calls may be monitored and/or recorded.

### Regular Saver

Regular Saver accounts are not offered all the time, but when they are on sale they are only available to HSBC Premier, HSBC Advance, HSBC Passport, Bank Account and Bank Account Pay Monthly customers.

### About us

HSBC UK Bank plc is established at **1 Centenary Square, Birmingham, B1 1HQ, United Kingdom** 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. We are a financial services organisation and banking institution. The Financial Conduct Authority is the supervisory authority under Consumer Credit Act 1974. Its address is **12 Endeavour Square, London, E20 1JN**. HSBC UK Bank plc is entered in the Financial Services Register under reference number 765112. You can check this on the Financial Services Register by visiting the Financial Conduct Authority website **www.fca.org.uk** or by contacting the Financial Conduct Authority on **0800 111 6768**.

We will tell you if your application has been successful and when we will open your account. This may be subject to appropriate identification, address verification or other specified documentation being produced to us. When you apply for a current account on our website we will acknowledge your application but such acknowledgement will not constitute our acceptance of your application unless we specifically tell you at the time we make the acknowledgement. The contact between us will be concluded when we provide you with a current account or when we tell you that we have accepted your application if this is sooner. Our acceptance may be subject to certain further steps being taken, for example, you signing paperwork or providing us with certain information. You should keep a copy of the terms and conditions and this document, which contains important information about our current accounts, for your records. For details of rates and charges applicable to Bank Account and Bank Account Pay Monthly please see the Personal Banking Terms and Conditions and Charges brochure.

Our terms and conditions are governed by the laws of England and Wales. We are required by law to tell you the terms and conditions are in English and we will communicate with you in English. Further information and written details about our products and services are available from any of our branches or from **Customer Information, PO Box 6201, Coventry CV3 9HW**.

## Cancellation

For a period of 14 days after the date we open your Bank Account or Bank Account Pay Monthly you have the right to cancel your contract with us and close your account without charge. For applications completed by telephone the cancellation period will start from the date you receive the terms and conditions in the post. You can tell us to close your account at any time after that. If it is a joint account (unless this conflicts with another authority given in writing and until any of you cancels this authority), we may accept instructions signed by any one of you to act on behalf of all of you to close the joint account. We have the right to close your account at any time and will normally give you at least two month's written notice of this.

## Compensation

HSBC UK Bank plc is covered by the Financial Services Compensation Scheme (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 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.

First Direct and HSBC UK 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.

For further information about the scheme (including the current limits, amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk) or call the FSCS on **020 7741 4100** or **0800 678 1100**.

## Listening to your comments

If you have a complaint, please let your local branch manager or the manager of the department concerned know. We will endeavour to resolve your concerns and put matters right. If your complaint is not settled to your satisfaction you may be able to refer it to the Financial Ombudsman Scheme in the UK.

## Disabled customers

We offer many services including Braille, large print statements and sign language interpretations. For more information, just call us on **03457 404 404** (textphone **03457 125 563**) or come into your local HSBC Bank branch.

For more information about the products in this brochure

**Call 0800 130 130 (Textphone) 0800 028 0126**

**Visit [www.hsbc.co.uk](http://www.hsbc.co.uk)**

**Come into branch**

**Download our app**



**Issued by HSBC UK Bank plc**

Customer Information:

PO Box 6201, Coventry CV3 9HW

