

# Key Features of the General Investment Account and ISA Account for the Global Investment Centre

**This is an important document.**

You need to read this before you  
invest in the General Investment  
Account and/or ISA Account.

**Effective date on and from 1 September 2019**

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## What is the purpose of this document?

- ◆ To provide you with important information about our General Investment Account and ISA Account available through the Global Investment Centre.
- ◆ We are providing you with this important information to help you to decide whether our General Investment Account and/or ISA Account available through the Global Investment Centre are right for you. You should read this document carefully so that you understand what you're buying, and then keep it safe for future reference.
- ◆ This document only outlines the key features so it is important that you also read the Global Investment Centre Terms and Conditions, Costs and Charges Disclosure Document and the relevant Fund Details for each fund and share class you wish to invest in. You should also read any Key Investor Information Documents provided by the fund provider before investing in a Fund.
- ◆ Before we can accept an instruction from you, you will need to confirm that you have received the latest version of the Costs and Charges Disclosure Document and Key Investor Information Document. Please see "Prospectuses and further information on Funds" below on how to obtain a copy of these documents. The terms capitalised in this document are explained in the "Global Investment Centre Terms and Conditions". Further information on the General Investment Account and ISA Account can be found in the "Global Investment Centre Terms and Conditions" (and, for customers receiving Advice, the "Global Investment Centre HSBC My Investment Addendum to the Terms and Conditions and Key Features Document" or the "Global Investment Centre HSBC Advice Addendum to the HSBC Global Investment Centre Terms and Conditions and Key Features Document", as applicable) as amended and updated from time to time.

# Global Investment Centre

- ◆ The Global Investment Centre is an investment service provided by HSBC UK Bank plc through which you can open a General Investment Account and/or an ISA Account and invest in Funds.

## **Your commitment**

You must hold an eligible HSBC current or savings account to open and retain a General Investment Account and/or an ISA Account. If an eligible HSBC current or savings bank account is not retained then we'll close your General Investment Account and/or ISA Account.

- ◆ You must pay the Account Fee of 0.25% per annum on the value of Fund Shares you hold.
- ◆ The minimum you can invest is £100. The maximum you can invest is £99,999.99.
- ◆ You're also required, if you choose to open an ISA Account, to comply with the annual subscription limits, which we explain further in the section "What is an ISA?"
- ◆ You should view your investment as a medium to long term investment, and should plan to keep an investment in a Fund for at least five years.
- ◆ You should regularly review the Funds you've chosen to ensure they still meet your requirements.
- ◆ If you subscribe to an ISA Account but thereafter don't subscribe to it during one complete tax year, you'll need to complete a new Application before you can make further subscriptions.
- ◆ You should inform us if you register or de-register from Online Banking by calling using the numbers on page 6.

# Risks

## General risks

- ◆ Any investment has an element of risk and your investment is not guaranteed. The value of your investment, and any income taken from it, may fall and you may not get back the amount you invested.
- ◆ Past performance of a Fund is not a reliable indicator of future returns.
- ◆ The favourable tax treatment of ISAs may not be maintained in the future if UK tax law and HM Revenue & Customs (HMRC) practice change.
- ◆ Further risks relating to specific events or actions are described in the relevant sections of this document.

## Fund specific risks

- ◆ There are additional risks that can apply to Funds. Funds that invest in other collective investment schemes can have additional risks that apply to the underlying Funds.
- ◆ Certain Funds invest in equities and/or fixed interest securities. Both equities and fixed interest securities are at risk if the company issuing them becomes insolvent. If this happens the Fund may not recover the whole investment relating to this company and this will affect the return that the individual investors receive.
- ◆ You should be aware of currency movements between Sterling and the currencies of other countries. This could have an impact on your investment return from Funds that invest outside the UK.
- ◆ For Funds that invest predominantly in one specialist sector, country or geographic area, any decline in that sector or the economy of that country or area may significantly affect the prices and value of the shares held by that Fund.
- ◆ Markets in some countries are described as 'emerging markets'. Some of these may involve higher risks than where investment is within a more established market. These risks include the possibility of failed or delayed settlement. Registration and custody of securities, and the level of investor protection offered, may not be as reliable.
- ◆ Some of the Funds may hold derivative financial instruments in pursuit of their objectives and these may involve a high degree of financial risk. There is a risk that a small movement in the price of the underlying security, or benchmark, may result in a disproportionately large movement (favourable or unfavourable) in the price of the derivative instrument and there is a risk of default by a counterparty.
- ◆ Further information relating to the risks associated with a particular Fund can be found in the Key Investor Information Document and the prospectus for that Fund.

# Questions and answers

## Your accounts

### Who can apply for a General Investment Account and/or ISA Account?

- ◆ You can apply for a General Investment Account and/or ISA Account through the Global Investment Centre platform if you:
  - are aged 18 or over;
  - are a UK resident and have a permanent UK residential address;
  - are a retail client; and
  - hold an eligible HSBC current and/or savings bank account.
- ◆ You cannot apply for a General Investment Account and/or ISA Account if you're a non-UK resident. This includes non-UK residents working overseas and paid by the UK Government (categorised as "Crown Employees"), including diplomats or members of the armed forces, and the non-UK resident spouse or civil partner of such Crown Employee.
- ◆ Both the General Investment Account and the ISA Account are single person personal accounts, and cannot be held jointly with another person.

### How can I access the Global Investment Centre platform?

- ◆ Online – through logging into Online Banking and then in to the Global Investment Centre at [hsbc.co.uk](https://www.hsbc.co.uk).
- ◆ By telephone – Call our Customer Service Centre on **03456 076 180**. Please use this for any queries you may have about your General Investment Account and/or ISA Account. To help us continually improve our services and in the interests of security we may monitor and record your telephone calls 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.
- ◆ If you've a speech or hearing impairment, you can call our textphone service on **03457 660391**. Lines are open from 8am to 6pm Monday to Friday (excluding public holidays). We'll verify your identity before providing you with any information or accepting any instruction over the telephone.
- ◆ If you need to write to us, please use the following address:
 

**Global Investment Centre  
HSBC UK Bank plc  
PO Box 715  
Forum 1  
Parkway  
Fareham  
PO14 9QB**

- ◆ If you write to us, we may need to contact you about your investment. Please provide a telephone number for us to contact you so that possible delays in processing your requests can be avoided.

### What are the General Investment Account and ISA Account?

- ◆ The General Investment Account is an account offered by HSBC UK Bank plc in which you can invest in OEIC and unit trust funds from a range of fund providers through our Global Investment Centre.
- ◆ An ISA Account is a stocks and shares ISA offered by HSBC UK Bank plc that allows you to hold OEIC and unit trust funds from a range of fund providers on our Global Investment Centre within a tax efficient ISA.

### What is an OEIC or unit trust?

- ◆ Open Ended Investment Companies (OEICs) and unit trusts are both types of collective investment schemes. These investments are bought with a 'pool' of money received from a large number of investors.
- ◆ Holdings in OEICs are divided into shares and unit trusts are divided into units. In this document we refer to them both as 'Fund Shares'.

### What is an ISA?

An ISA is a tax efficient way of saving or investing as all income and capital gains arising within an ISA are exempt from any personal liability to UK Income Tax and Capital Gains Tax.

There are four different types of ISA:

- ◆ stocks and shares ISA;
- ◆ cash ISA;
- ◆ innovative finance ISA; and
- ◆ lifetime ISA.

A payment by you into an ISA in any tax year is called a subscription. You can only subscribe to one of each type of ISA per tax year.

Because of their tax advantages, ISAs are subject to annual subscription limits. For tax year 2019/2020 you can invest:

- ◆ up to £20,000 into a cash ISA; or
- ◆ up to £20,000 into a stocks and shares ISA; or
- ◆ up to £20,000 into an innovative finance ISA; or
- ◆ up to £4,000 into a lifetime ISA
- ◆ you can subscribe to a cash ISA, a stocks and shares ISA, an innovative finance ISA and lifetime ISA, and split up to £20,000 between the four ISAs as you choose (provided you don't subscribe more than £4,000 to a lifetime ISA).

**Please note** that each year all ISA providers are required to report details of ISA subscriptions made by their customers to HMRC so that HMRC can check that individuals don't exceed the limits. The figures above are subject to any changes to UK tax law.

### Who might the Global Investment Centre be suitable for?

- ◆ The Global Investment Centre may be suitable for investors:
  - who like to make their own investment decisions without advice. If advice is required please go to our website [www.hsbc.co.uk/investments/advice](http://www.hsbc.co.uk/investments/advice) to read about the various advice options that HSBC can offer you;
  - with a lump sum to invest;
  - who expect to keep their investment for five years or more; or
  - who are looking to grow their investment, generate a regular income or achieve a combination of both.
- ◆ We'll categorise you as a retail customer and treat you as such in all our dealings with you.

This is a general outline of who the General Investment Account and/or ISA Account may be suitable for. The Global Investment Centre service is provided without advice. We're not giving advice on whether any investment you make is suitable to meet your needs. This means that the investment is your own decision and HSBC won't be required to assess the suitability of the investment for you. You'll not be protected by the Financial Conduct Authority rules on assessing suitability. If you've any doubts about whether this service or any investment is suitable for your needs, you should seek advice from a Financial Adviser. You may be charged for any advice you receive. Alternatively, you may go to our website at [www.hsbc.co.uk/investments/advice](http://www.hsbc.co.uk/investments/advice) to read about the various advice options that HSBC can offer you.

### Can I change my mind?

- ◆ You've the right to cancel your General Investment Account and/or ISA Account and your agreement to the Terms for a period of 14 days from the date we open your General Investment Account and/or ISA Account.
- ◆ You can only cancel your ISA Account before you make a Subscription, for a period of 14 days from the date we open your ISA Account. Once you make a Subscription, you won't have cancellation rights for that Subscription. If you hold Account Investments in your ISA Account, we'll treat a request to cancel the account as a request to close it and end your agreement to the Terms.
- ◆ On receipt of a request to cancel your General Investment Account and/or ISA Account, we'll treat this as an instruction to sell all Fund Shares and close your General Investment Account and/or ISA Account. If the value of your Fund Shares has fallen, the amount returned to you may be less than the amount you invested.
- ◆ If you exercise your cancellation rights within this 14 day period, you'll not be charged for exercising your right to cancel and you won't pay an Account Fee.
- ◆ To make a cancellation you can telephone our Customer Service Centre on **03456 076 180**.
- ◆ If you don't exercise your right to cancel your General Investment Account and/or ISA Account you'll be subject to all the Terms and Conditions of the Global Investment Centre (including any risks and charges such as the Account Fee).

### What is the Uninvested Cash Account?

- ◆ Your Uninvested Cash Account is a deposit account with HSBC UK Bank plc within your General Investment Account or ISA Account. It will be the account used to settle transactions, receive the proceeds of any sales, receive income or other payments, and make payment for the Account Fee (where applicable) within that General Investment Account or ISA Account (as relevant).
- ◆ Upon accepting your Application for a General Investment Account or an ISA Account, we'll open an Uninvested Cash Account within that General Investment Account or ISA Account.
- ◆ You can only make payments into your Uninvested Cash Account from an Eligible Account, which can be done through Online Banking or by calling us.
- ◆ No interest will be paid on sums in your Uninvested Cash Account.

### How does the Uninvested Cash Account work with your ISA Account?

- ◆ Any cash paid into the Uninvested Cash Account within your ISA Account will be treated as an ISA subscription and is subject to the ISA Regulations.
- ◆ If you instruct a transfer of cash from an HSBC cash ISA to your Uninvested Cash Account using Online Banking this won't be an ISA transfer under the ISA Regulations. It will be a withdrawal from your cash ISA (loss of ISA tax status) and a new subscription to your ISA Account. If you do want to transfer money from an HSBC cash ISA to your Uninvested Cash Account please complete an ISA Account Transfer Form to ensure that the ISA tax advantages are retained without needing to use any of your remaining ISA allowance.

Any cash transferred into your ISA Account following a transfer in of your ISA from another ISA provider, will be paid into your Uninvested Cash Account.

## Communicating with you

### How will you contact me?

- ◆ You'll receive certain documents relating to the day to day activity on your General Investment Account and/or ISA Account into My Documents if you're registered for Online Banking when you open your General Investment Account and/or ISA Account, or if you tell us you've registered for Online Banking after opening the General Investment Account and/or ISA Account. Otherwise we'll send all documents relating to you by post.
- ◆ If you open your General Investment Account and/or ISA Account at different times you may receive documents to My Documents for your General Investment Account and/or ISA Account (as applicable) and post for the other if you register for Online Banking between opening the two accounts.
- ◆ Documents sent to My Documents can be found by logging in to the Global Investment Centre. These documents will be available in My Documents while you've a relationship with us. If your relationship with us ends you can ask us to provide paper copies for up to seven years in My Documents and so you should save and print all documents for your records.

- ◆ You should call our Customer Service Centre if you register or de-register for Online Banking to ensure you get your documents by the correct channel. You'll not be able to access My Documents once your General Investment Account and/or ISA Account are closed or you de-register for Online Banking.
- ◆ If you're not able to access information and statements relating to your General Investment Account and/or ISA Account via Online Banking, we'll send the relevant information and/or statements to your Agent on request. We'll need written proof of your Agent's authority to act on your behalf. Agents can then make information requests by calling our Customer Service Centre.

## How much will it cost?

### What are the charges?

#### Account Fee

- ◆ The Account Fee will be payable by you for the services we provide when arranging the sale and purchase of Fund Shares as well as custody and administration of those Fund Shares when they're held in your General Investment Account and/or ISA Account.
- ◆ The Account Fee is 0.25% per annum payable quarterly for the previous quarter. It is calculated using the average daily value of Fund Shares held within your General Investment Account and/or ISA Account.
- ◆ The Account Fee for your General Investment Account and/or ISA Account will be calculated and charged for separately.
- ◆ The Account Fee will be taken from your relevant Eligible Account, unless there is not enough money in that account to pay the Account Fee in full. In that case, it will be taken from your Uninvested Cash Account.
- ◆ In either case, we'll take payment on the 22nd of the month following the relevant quarter, or the next Business Day if the 22nd is not a Business Day. For example, the Account Fee for the first quarter (which runs from January to March) would be taken on 22nd April or the next Business Day if 22nd April is not a Business Day.
- ◆ If there is not enough money in your Uninvested Cash Account to pay the Account Fee in full, it will be paid from proceeds of the sale of your Fund Shares. We'll sell the number of Fund Shares whose value is equal to or more than the amount owed to us for the Account Fee. Any excess proceeds from the sale of Fund Shares will be transferred to your Uninvested Cash Account.
- ◆ The sale of Fund Shares will be made from your largest Fund holding within your General Investment Account or ISA Account. Only Fund Shares within your General Investment Account will be sold to pay the Account Fee due for your General Investment Account, and only Fund Shares within your ISA Account will be sold to pay the Account Fee due for your ISA Account. In this case, payment will be taken on the 1st of the second month following the relevant quarter, or the next Business Day if the 1st is not a Business Day. For example, the Account Fee for the first quarter (which runs from January to March) would be taken on 1st May or the next Business Day if 1st May is not a Business Day.

- ◆ We'll provide you with at least 14 days' notice of the total Account Fee you owe us for a particular quarter either into My Documents or by post.

The example below shows how the Account Fee is calculated.

#### Example

You've two Funds, within your General Investment Account, Fund A and Fund B.

The example assumes:

- ◆ the relevant quarter has 90 calendar days and the fee is calculated on the last day of the quarter;
- ◆ the Funds have been held for the entire quarter;
- ◆ during the quarter, the average daily value of each fund is consistent and is £10,000 for Fund A and £20,000 for Fund B.

Account Fee calculation:  $£10,000 + £20,000 = £30,000 \times 90 \text{ days} \times 0.25\% / 365 \text{ days}$

Account Fee payable is £18.49

#### Ongoing Charge

- ◆ The Ongoing Charge is a percentage of the value of each Fund and is reflected in the price of the Fund Shares or the income distributed by the Fund.
- ◆ The Ongoing Charge is made up of the Annual Management Charge (AMC), which is payable to the Manager for managing the Fund and other expenses which cover the costs that must be met to ensure the Fund is appropriately governed and administered (including services such as depositary and audit fees). It is reflected in the price of the Fund Shares.
- ◆ Details of the Ongoing Charge for each fund and share class are shown in the KIID. You will not see this charge shown on a statement as it is reflected in the price of the shares rather than being taken from each individual's investment.
- ◆ Charges taken from the capital of a Fund may have the effect of limiting capital growth or eroding capital if there is insufficient growth.
- ◆ If charges are taken from the income of a Fund, and there is insufficient income to meet such charges, any deficit will be taken from the capital of the Fund.

#### Dilution

- ◆ To protect existing investors in a Fund, a Manager may charge a dilution levy or make a dilution adjustment when there is a large purchase or sale. It is not possible to predict when this may happen.

Neither we nor the Manager benefit from this levy or adjustment.

Certain other costs, including taxes, may also apply which are not paid via us or imposed by us.



### Where can I find out about the charges?

- ◆ We provide important information about charges and the breakdown of the cost of your investments and the services we provide to you in the Costs and Charges Disclosure Document.
- ◆ The Costs and Charges Disclosure Document includes all costs and associated charges which can include one-off charges, ongoing charges and transaction costs from the provision of the investment service. Transaction costs are incurred from purchasing and selling investments within the Fund by the Manager and can include Trading Fees, Stamp Duty Reserve Tax or Panel on Takeovers and Mergers (PTM) levy (where applicable).

### How do the costs and charges affect my investment?

- ◆ The Costs and Charges Disclosure Document shows how the costs and charges affect your investment.
- ◆ Except where indicated otherwise, costs are exclusive of any applicable VAT, stamp duty, Stamp Duty Reserve Tax, other taxes and levies relevant to Fund Instructions you place.
- ◆ Each year around the anniversary of the date on which you opened your General Investment Account and/or ISA Account we'll send you a Costs and Charges Statement which sets out the total costs that have been charged together with an illustration of the cumulative effect of those charges on your Account Investments.

### Do you receive any payments from the Managers for offering these Funds?

- ◆ We don't receive any payment from the Manager.
- ◆ Occasionally, we may benefit from minor non-monetary benefits that we only receive on the basis that we believe they enable us to improve the service we provide to you without impairing our ability to always act in your interest.
- ◆ We maintain strict policies to control how benefits of this type are managed to protect the interests of customers. Further information is available on request.

### Can I change the bank account used to pay my Account Fee?

- ◆ Yes, you can change the bank account used to pay your Account Fee to another eligible HSBC current or savings bank account by telephoning us.

## The funds you invest in

### Which Funds can I invest in?

- ◆ The Funds available for investment through the Global Investment Centre are shown in the list of Funds which is available online.

### How can I purchase Fund Shares?

- ◆ You can purchase Fund Shares by logging in through Online Banking and using the buy screens on the Global Investment Centre online or by telephoning us.

- ◆ Provided you place your buy Fund Instruction with us before the Dealing Deadline for the Fund you wish to invest in, we'll normally place your Fund Instruction with the Manager before the Fund's next Valuation Point. Fund Instructions received after the Dealing Deadline will be placed with the Manager at the next Valuation Point.
- ◆ The Dealing Deadlines and Valuation Points for each Fund are set out in the relevant Fund Details.
- ◆ At the time you place your Fund Instruction to purchase Fund Shares for your General Investment Account and/or ISA Account, you must have a sufficient available balance in your relevant Uninvested Cash Account otherwise we'll not accept your Fund Instruction.
- ◆ The available balance in your relevant Uninvested Cash Account will then be reduced by the amount needed for the purchase. The purchase amount will then be removed from your relevant Uninvested Cash Account and paid to the Manager on the settlement date. It remains your responsibility to have a sufficient amount in your relevant Uninvested Cash Account on the settlement date to pay for your purchase.
- ◆ You'll also be able to use the proceeds due in from the sale of Fund Shares to pay for your purchase, provided the sale transaction is due to settle before the purchase transaction.

### How can I find out how much my investments are worth?

- ◆ You can obtain a current valuation of your Fund Shares by logging in to the Global Investment Centre. Alternatively you can call us on **03456 076 180**.
- ◆ We'll send you a statement quarterly (based on your account anniversary date) as soon as possible following the relevant statement date. You'll get a separate statement for the General Investment Account and ISA (as applicable). If you have both a General Investment Account and an ISA, and opened them on different dates, the statement period for each account will be different.

Your statement will include a valuation of your investments and details of any transactions during the period.

- ◆ Fund Share calculations are explained in the prospectus for the relevant fund(s).

### Can I take an income?

- ◆ Yes. If you select income Fund Shares, income will be paid into your relevant Uninvested Cash Account on the business day following the income payment date.
- ◆ Income cannot be automatically reinvested where you invest in income Fund Shares.
- ◆ If you invest in a Fund which pays out a monthly income you must invest at least one month before the next distribution date (as shown in the Fund Details) to be included in that income distribution.
- ◆ Alternatively, if you don't want income paid out you can invest in accumulation Fund Shares, where available. For accumulation Fund Shares any income will be reflected in the price of Fund Shares.
- ◆ Each Fund Details shows whether the Fund is income or accumulation and also shows the date that income is paid.

### **Can I move investments in and out of my General Investment Account?**

- ◆ Yes. You can transfer your existing investments into your General Investment Account, without having to sell them, as long as the share classes of the funds are available through the Global Investment Centre and the Manager agrees. If the share classes are not available we may agree with your existing plan manager that your shares can be converted into a suitable class that is available through the Global Investment Centre. Otherwise, you can sell your holdings and use the proceeds to purchase another available Fund. Please complete a General Investment Account Transfer Form which can be found on our website or call us to request a paper form.

### **Can I transfer other ISAs in to my ISA Account?**

- ◆ Yes, you can arrange to transfer any stocks and shares or cash ISA from other ISA providers. We don't accept transfers from innovative finance ISAs or lifetime ISAs. You can transfer in current tax year and/or previous year tax year(s) subscriptions from cash ISAs and/or stocks and shares ISAs.
- ◆ The investments can be transferred across to us without selling them, as long as the share class of that Fund is available through the Global Investment Centre. Otherwise they will be transferred as cash.
- ◆ Please complete an ISA Account Transfer Form which can be found on our website or call us to request a paper form.
- ◆ Your existing ISA provider may make a charge for the transfer.
- ◆ Both the Fund Shares and cash must pass directly from your current ISA provider to us in order to retain their ISA status.

### **Can I transfer my ISA Account to another ISA provider?**

- ◆ Yes. You can transfer all or part of your ISA Account to another stocks and shares ISA, cash ISA, innovative finance ISA, or lifetime ISA if the new ISA provider allows this. You can transfer cash and/or transfer the investments without selling them, where permitted by the new ISA provider. The new ISA provider must agree to the transfer and the new ISA provider must offer the same share class. Please contact your new ISA provider if you wish to arrange the transfer.

### **Can I change my selection of Funds?**

- ◆ Yes, you can switch from one Fund to another Fund either by going online using the Switch screens through the Global Investment Centre or calling us using the numbers on page 6. You may not switch directly between a General Investment Account and an ISA Account.
- ◆ Please note that under UK tax law a switch of shares is treated as a sale of the original shares and a purchase of new shares and will, for persons subject to taxation, be a disposal of the original shares for the purposes of capital gains taxation, which may give rise to a liability to tax, depending on your circumstances.

- ◆ Dependent on the settlement period of the Funds and the responses back from the Manager, your investment can be out of the market for up to five business days. During this time the market may move up or down resulting in potential loss of growth and/or income.
- ◆ Any gains made on sale of shares may be liable for UK Capital Gains Tax where your investments are not within an ISA. If you're unsure whether switching would incur a Capital Gains Tax liability, you should seek advice from an independent professional adviser. Alternatively, you may wish to visit HMRC's webpage for Capital Gains Tax [www.hmrc.gov.uk/cgt](http://www.hmrc.gov.uk/cgt).
- ◆ Occasionally we may need to switch your Fund Shares from one Fund to Fund Shares in another Fund or convert your Fund Shares from one class to a different class. This might happen, for example, if the Manager tells us about changes being made to the Fund. In these cases we'll make the changes to your Fund Shares but only if we're satisfied that they're necessary and you'll be notified of the switch or conversion.

### **How can I withdraw cash?**

- ◆ You can withdraw cash from your General Investment Account and/or ISA Account by transferring money out of your Uninvested Cash Account.
- ◆ If you want to withdraw cash to an Eligible Account you can do so through Online Banking or by calling us.
- ◆ If you do not have an Eligible Account, you can withdraw cash to a Non-HSBC Account. This can only be done by calling us. We'll need at least five Business Days' notice for a withdrawal to a Non-HSBC Account.
- ◆ If there is insufficient cash in your Uninvested Cash Account to meet the amount you wish to withdraw you'll first need to sell Fund Shares to raise the relevant amount. Any money withdrawn from the ISA Account cannot be reinstated later without impacting your annual ISA subscription limit.
- ◆ Provided you place your Fund Instruction to sell with us before the Dealing Deadline for the Fund you wish to sell, we'll normally place your Fund Instruction with the Manager before the Fund's next Valuation Point. Fund Instructions received after the Dealing Deadline will be placed with the Manager after that Valuation Point has passed.
- ◆ The proceeds will be paid in to your relevant Uninvested Cash Account.
- ◆ Unless you're selling your entire holding in a fund, the minimum transaction amount is £100 and you must retain a minimum investment value of £100 in each class of Fund Shares you hold.
- ◆ You can also withdraw investments from your ISA Account without selling them by instructing us to transfer them into your own name or the name of another plan manager. This is subject to the agreement of the plan manager and/or fund provider.
- ◆ If you withdraw investments from your ISA Account, these investments will no longer be contained within an ISA and any associated tax benefits will be lost.

# Protecting you and your investments

## Conflicts of interest

- ◆ We've a strict policy on how we manage any conflict of interest which may arise between your interests and that of other customers, ourselves or other members of HSBC Group. Annex 2 of the Terms and Conditions covers this policy in more detail.

## How to complain

If you're unhappy in any way with our products and services then please let us know. On receipt of your complaint, we'll send you a copy of our leaflet 'Listening to You' 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 Financial Ombudsman Service at:

**Exchange Tower  
London  
E14 9SR**

Telephone: **0800 023 4567** (overseas **+44 20 7964 0500**)

Website: **[www.financial-ombudsman.org.uk/consumer/complaints](http://www.financial-ombudsman.org.uk/consumer/complaints)**

- ◆ 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.

## Compensation

HSBC UK Bank plc is 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.

The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors are covered by the scheme. Your eligible deposits (including cash balances in your eligible HSBC current and/or savings bank account and Uninvested Cash Account) are covered separately by the FSCS. 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 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 **[www.fscs.org.uk](http://www.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.

## Our relationship

### How do I close my General Investment Account and/or ISA Account?

- ◆ You may close your General Investment Account and/or ISA Account at any time by calling our Customer Service Centre. Any outstanding transactions will be completed by us and then your General Investment Account and/or ISA Account will be closed.
- ◆ If you hold both a General Investment Account and an ISA Account, you may close just one of those accounts and keep your remaining account open.
- ◆ Before closing your General Investment Account and/or ISA Account, you should provide us with instructions to either sell Fund Shares, or transfer them to another ISA provider or plan manager without first selling the Fund Shares.
- ◆ Your General Investment Account and/ or ISA Account will be closed once the entire value of that account has been paid out and/or transferred.
- ◆ You'll not be charged an Account Fee for the quarter in which your General Investment Account and/or ISA Account was closed.
- ◆ Any outstanding Account Fee which we've already notified you of will be payable on that closure date. This means that the Account Fee may become payable before the date stated in your notifications. It remains your responsibility to make sure you've the sufficient amount in your Eligible Account on the closure date to pay any such Account Fee.
- ◆ If your ISA Account is closed without transferring to another ISA provider, the investments will no longer be contained within an ISA and any associated tax benefits will be lost.

### What happens if I move overseas?

If you move overseas you cease to meet the eligibility criteria for the Global Investment Centre, and so we may close or place restrictions on your General Investment Account and/or ISA Account.

## Other important information

### Do I have to pay tax on my investment?

- ◆ This information is intended as general guidance only. The taxation information below is based on our understanding and interpretation of current UK tax law and HMRC practice. Both law and practice may change.
- ◆ Your tax liability will depend on your own individual circumstances, including the country in which you live. If you're unsure about the tax consequences of your investment, you should seek appropriate professional advice. We've no responsibility for your tax obligations (including payment).
- ◆ Each Fund Details shows whether the fund pays interest or dividend distributions.
- ◆ For information on Stamp Duty Reserve Tax please see the Prospectus (where available) or Key Investor Information Documents (where available) for the available Funds.

### UK Income Tax – General Investment Account

- ◆ Interest and dividends will be paid gross (without the deduction of UK income tax). Depending on your own individual circumstances, including any tax allowances you may be entitled to, you may be required to pay tax on this income via your own tax return.

### UK Income Tax – ISA Account

- ◆ Where a distribution is received within an ISA you'll have no UK Income Tax to pay.
- ◆ Interest and dividend distributions will be paid gross (without the deduction of UK Income Tax).

### UK Capital Gains Tax – General Investment Account

- ◆ You may have to pay UK Capital Gains Tax on any gains you make when you sell your Fund Shares if your total chargeable gains (less any allowable losses), from all sources in the relevant tax year, exceeds your annual exemption limit.
- ◆ This also applies if you're selling Fund Shares to switch into another class of shares or into another fund.

### UK Capital Gains Tax – ISA Account

- ◆ You'll not have to pay UK Capital Gains Tax on any gains you make from an ISA.

### How can I obtain further information?

- ◆ We may provide you with information including documentation via our Website [hsbc.co.uk](https://www.hsbc.co.uk) as permitted by the FCA rules and where you've agreed to this. We'll let you know the Website address electronically, when we put information up on the Website where such information will be available and updated from time to time. We may in particular provide the following to you via a website:

(a) our terms in relation to trading;

(b) a general description of the nature and risks of financial instruments;

(c) our published fee tariffs, Costs and Charges Disclosure Document, and other information on our costs and charges;

(d) details of our Best Execution policies; and

(e) Key Investor Information Documents (as required).

### Account Manager of the General Investment Account and the ISA Provider of the ISA Account:

HSBC UK Bank plc is registered in England with registered company number 09928412. Registered office at:

**HSBC UK Bank plc**  
**1 Centenary Square**  
**Birmingham**  
**B1 1HQ**

- ◆ 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 at [www.fca.org.uk](https://www.fca.org.uk).

The FCA's website is [www.fca.org.uk](https://www.fca.org.uk), where contact details can be found.

The PRA's website is [www.bankofengland.co.uk/prudential-regulation](https://www.bankofengland.co.uk/prudential-regulation), where contact details can be found.

- ◆ HSBC UK Bank plc's main business is the provision of financial services. Information about the Managers that manage the Funds we offer can be found in the Fund Details.

### Prospectuses and further information on Funds

- ◆ Copies of prospectuses, Key Investor Information Documents (where available) and Costs and Charges Disclosure Documents, together with the latest reports and accounts and any other information about any of the available Funds can be obtained online through the Global Investment Centre or you can write to us or call us to receive a copy.
- ◆ If you wish to vote and/or attend meetings of shareholders, please let us know in writing.

### Law

- ◆ This investment and any proceedings, as well as our dealings with you are governed by the law of England and Wales. All of our communications with you during the course of this investment will be in English.

## Accessibility

To find out more about our accessible services please visit [www.hsbc.co.uk/accessibility](http://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 660 391**.

**hsbc.co.uk**

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