

We're making changes
to our terms

This is to let you know about some changes we're making to the terms for our personal current and savings accounts (including Cash ISAs).

The changes are set out below and apply from **23 November 2021**. You can download the new terms (at [hsbc.co.uk/legal](https://www.hsbc.co.uk/legal)), pick up a copy in our branches, or ask for them to be posted to you from **23 November 2021**.

What's changing

Your Individual Savings Account (ISA) terms and conditions will look a little different as we're taking the opportunity to make our terms simpler and easier to read.

Following Brexit, some EU rules no longer apply to us. We're making some changes to our terms to update references and terminology that no longer apply.

We're making some other changes to our terms, including our charges. We explain more about these below.

Premier Family Savings Account

From **23 November 2021**, we'll no longer provide our Premier Family Savings Account. If you're an existing customer, we'll transfer your account to a Flexible Saver Account. We'll tell you before we do this. For Premier MySavings customers, when you turn 18, we'll convert your account to a Flexible Saver Account.

What do you need to do?

If you're happy with the changes you don't need to do anything, they'll happen automatically. If you don't accept them, you have the option to close any accounts covered by these terms with no charge (excluding our Fixed Rate Saver and Regular Saver Account). If you want to do this, please contact us before **23 November 2021**.

If you close your Cash ISA and withdraw your money without transferring it to another ISA provider you will lose the tax benefit of your account. Also, if you have already made a subscription this tax year you will be unable to subscribe to another cash ISA until the next tax year.

What's changing?	How?
Changes for specific accounts	
HSBC Jade Account	<p>We're changing our rules on who can apply for an HSBC Jade Account. Right now, to qualify for an HSBC Jade Account, you must have an existing HSBC Premier Bank Account and pay your annual income into that account. You must also have either:</p> <ul style="list-style-type: none"> • savings and/or investments of £500,000 or more with HSBC in the UK; or • a relationship with HSBC Private Bank in the UK. <p>We're increasing the total savings and/or investments required from £500,000 to £1,000,000. We're also removing the requirement to hold an existing HSBC Premier Bank Account. Existing customers with any HSBC bank account, or new to bank customers, can now apply. You'll still have to pay your annual income into your HSBC Jade Account.</p>
HSBC Advance Bank Account	<p>For an HSBC Advance Bank Account, we're removing the requirements to pay either:</p> <ul style="list-style-type: none"> • £1,750 or more into your account each month; or • at least £10,500 every six months.
Student Account	<p>We're changing our rules on who can apply for a Student Account. In future, to apply, you'll need to have accepted an unconditional offer to study.</p>
Graduate Bank Account	<p>We're increasing the interest free amounts on your account – those are the amounts within your overdraft that you don't pay interest on.</p> <p>So in future, in Year 1, you won't pay any interest on the first £3,000 of any arranged overdraft. In Year 2, you won't pay any interest on the first £2,000.</p>
HSBC Currency Account	<p>You can now pay cash into your HSBC Currency Account but there may be limits on the amount you're able to deposit each day.</p>
MyMoney Account (Premier MyAccount, MyAccount, Premier MySavings and MySavings)	<p>When you open any of these accounts, you and the parent/guardian linked to the account must sign a third-party document called an 'Authorised Adult Mandate' giving your parent/legal guardian certain rights. They can do things like update your address on your behalf.</p>
Fixed Rate Saver	<p>We're introducing a cooling-off period for reinvesting in a Fixed Rate Saver. You'll now have 14 days from the date you receive confirmation of your reinvestment to withdraw your money and close the account without any charges.</p>
Online Bonus Saver	<p>We've made some changes to the rules that apply to Online Bonus Saver. There's no maximum savings limit but you can only have one Online Bonus Saver at any time in your sole name. You'll also need to have an HSBC UK current or savings account (that isn't an ISA or Basic Bank Account).</p>

What's changing?	How?
Changes for current accounts, savings accounts and ISAs	
Reporting a lost or stolen card from outside the UK	<p>If you're outside the UK and want to contact us to report your card as lost or stolen, then you can do this free of charge through Mobile or Online Banking. If you are calling us from outside the UK, then call charges will apply.</p> <p>We're including that in our terms so you're aware of this.</p>
Paying cash into your bank account	<p>There are limits on the amount of cash you can pay into your bank account each day. We'll tell you what these are when you're depositing cash. You can also check our website or ask us at any time.</p> <p>If you're depositing cash in a foreign currency and your account is in a different currency, we'll only convert the money up to the daily cash deposit limit.</p>
Internal and external payments	<p>We're updating our terms to match our processes on how we send payments.</p> <p>The way we send payments depends on how much you're sending and to who (whether you're making an internal or external payment). We'll tell you about any limits that apply when you ask us to make the payment.</p> <p>We usually use CHAPS for payments over our limits and Faster Payments for everything else. Our charges for payments made by CHAPS and Faster Payments are set out in our terms.</p> <p>External payments are payments made to an account outside the HSBC Group.</p> <p>Internal payments are payments you make from your account to another account within the HSBC Group in:</p> <ul style="list-style-type: none"> • your name (internal payments to yourself); • in someone else's name (internal payments to someone else). <p>We won't charge you for internal payments if they're within our limits.</p>
The reasons why we might close your account without notice	<p>We're explaining some of the reasons why we might close your account without notice. That includes where you behave inappropriately when using our services. For example, where you use abusive language in payment instructions.</p>
Charges for making payments outside the UK	<p>Following Brexit, the rules on charging for payments outside the UK have changed. How charges are applied, either by us or the bank receiving the money, will depend on how and where you're sending the money as well as the payment's currency. We're updating our agreement to include these changes.</p>

What's changing?	How?
Changes for current accounts	
Making changes to your joint account	<p>Right now, all account holders need to agree to change the joint account holders on an account (by taking off or adding another person). All of them also need to agree to allow someone else to operate the account.</p> <p>We won't require everyone to agree in future where a joint account holder is the victim of financial abuse. Instead, we may allow a request from them to be removed from a joint account without requiring other account holders to agree to this.</p>
The rates that apply when you send money in a foreign currency	<p>When you ask us to send money in a foreign currency, we'll convert the amount you want to pay into that currency using the HSBC Exchange Rate (or the HSBC Global Transfers Exchange Rate). We'll tell you what it is.</p> <p>If you ask us to make the payment immediately, we'll apply the rate on the date you ask us to make the payment (even if we process the payment on a different day). For a future dated payment or a recurring payment, we'll use the rate that applies on the date the payment is made. You can get an indicative rate before we start processing the payment by logging onto Mobile or Online Banking, calling us or visiting us in branch.</p>
Overdraft text alerts to your international mobile number	<p>If you've given us an international mobile number, we can now send you overdraft text alerts to that number, unless you've opted out. They'll tell you if:</p> <ul style="list-style-type: none"> • you go into your arranged or unarranged overdraft (including any interest free amount on your account); or • there isn't enough money in your current account to make payments you've asked us to make that day.

Changes to our charges

We're introducing a **charge of £5** if you request a **duplicate paper statement** on any of our current accounts or savings accounts. You can always get this information for free using Mobile or Online Banking.

We're also making changes to some of our other charges. We've set out the old charge and the new charge in the table below.

HSBC UK Charges

Sending money

	From	To	Branch and Telephone Banking		Online or Mobile Banking (if it's available)	
			Old charge	New charge	Old charge	New charge
Sending money: In any currency (other than euro) outside the UK In any foreign currency (other than euro) within the UK In euro outside the EEA	HSBC accounts	HSBC accounts	Free		Free	
		Non-HSBC accounts	£9	£5	£4	£5

Sending money outside the UK or in a foreign currency within the UK or receiving money in a foreign currency

If you have an HSBC Currency Account, there are charges each time you send money from your account in certain ways. You'll find the charges below, set out in the currency of your account

Currency of your account	Sending money outside the UK or in a foreign currency within the UK				Receiving money in a foreign currency
	Branch and Telephone Banking		Online Banking		New charge (previously no charge)
	Old charge	New charge	Old charge	New charge	
Emirati Dirham	52	25	23	25	25
Australian Dollar	18	9	8	9	9
Canadian Dollar	17	9	8	9	9
Swiss Franc	13	7	6	7	7
Chinese Yuan Renminbi	87	46	39	46	46
Euro	12	7	6	7	7
Hong Kong Dollar	109	55	48	55	55
Japanese Yen	1736	1000	771	1000	1000
Norwegian Krone	110	75	49	75	75
New Zealand Dollar	20	13	9	13	13
Swedish Krona	116	69	51	69	69
Singapore Dollar	19	11	8	11	11
US Dollar	14	7	6	7	7
South African Rand	173	130	77	130	130

Receiving money

	Old charge	New charge
Receiving money in euro from the EEA	Free	
Receiving money in a foreign currency (other than euro from the EEA)	£8 for £100 or more	£5 for all amounts
Receiving money from outside the UK in pounds sterling	£6 for £100 or more	

Cheques

	Old charge	New charge
Cheques issued by banks outside the UK that we negotiate for you	<ul style="list-style-type: none"> Up to and including £100: £6 £100.01 to £5,000: £12 £5,000.01 to £10,000: £24 £10,000.01 to £50,000: £34 £50,000 or more: £60 Returned cheque: £25 	<p>Pension cheques:</p> <ul style="list-style-type: none"> £6 for all amounts <p>All other cheques that we collect or negotiate for you:</p> <ul style="list-style-type: none"> All amounts: £28 Returned cheque: £28

Foreign currency payments by debit card

	Fees for a debit card payment in a foreign currency		Fees for a cash withdrawal in foreign currency, or from a cash machine outside the UK	
	Old charge	New charge	Old charge	New charge
HSBC Advance Bank Account	2.75%		2.75%	2.75% plus a fee of 2% (minimum £1.75, maximum £5).

HSBC UK – Cash ISA Charges

Receiving money

	Old charge	New charge
Receiving money in euro from the European Economic Area (EEA)	Free	
Receiving money in a foreign currency (other than euro from the EEA)	£8 for £100 or more	£5 for all amounts
Receiving money from outside the UK in pounds sterling	£6 for £100 or more	

Cheques

	Old charge	New charge
Cheques issued by banks outside the UK that we negotiate for you	<ul style="list-style-type: none"> Up to and including £100: £6 £100.01 to £5,000: £12 £5,000.01 to £10,000: £24 £10,000.01 to £50,000: £34 £50,000 or more: £60 Returned cheque: £28 	<p>Pension cheques:</p> <ul style="list-style-type: none"> £6 for all amounts <p>All other cheques that we collect or negotiate for you:</p> <ul style="list-style-type: none"> All amounts: £28 Returned cheque: £28

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 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 outside the UK).

BSL Video Relay Service is also available (Monday-Friday 8am-6pm, excluding Bank and Public Holidays) at [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility).

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