

26 March 2020

Helping you through these challenging times

Dear customer,

I hope that you, your family and friends are safe and well.

As the effects of the coronavirus outbreak are felt more acutely across the UK, I want you to know that we are listening to your feedback and developing solutions to continually support you during this difficult time.

The impact of the outbreak is making it increasingly difficult to maintain normal service levels across our call centres and branches right now, however, we remain committed to being there for you.

If you bank with us through our [mobile app or website](#) we can provide you with a wide range of services, which will allow you to:

- View statements and recent transactions
- Pay friends, family or bills
- View and amend standing orders/direct debits at your convenience

By banking with us [digitally](#) you may get your questions answered more quickly and it will allow us to better serve the needs of those who need our help more urgently.

New product features

In response to some of the challenges you are facing due to the coronavirus outbreak, we have introduced a number of new product features to help you at this time.

Help for overdraft customers. This week we have introduced a temporary [£300 interest-free buffer](#) on overdrafts – the equivalent of the weekly National Living Wage – for customers who hold a Bank Account, Bank Account Pay Monthly, Current Account or Advance Bank Account. This means you won't pay any interest on overdrawn amounts up to £300 until further notice*. This buffer is automatically activated so there's no need to call us.

Continued overleaf...

It's important to note that we are not automatically increasing existing overdraft limits or adding a limit for customers who haven't already got an arranged overdraft on their account. If you wish to add an overdraft to your account or increase your existing limit, you can apply for this online through our "[Manage Overdraft Service](#)" where you will find all the information you need.

Increased contactless limit. To help you avoid cash transactions and maintain social distancing, you'll be able to make contactless payments up to the value of £45 from 1st April. Retailers will be updating their 'point of sale' terminals over the coming weeks to accept this new limit.

Mortgage payment holidays. We have listened to your concerns and have introduced an optional [mortgage payment holiday](#) for HSBC UK mortgage customers. If you know that coronavirus will affect your ability to pay your mortgage, we can now offer mortgage payment holidays of up to 3-months, with no risk to your credit rating. If you would like to register, please complete our [online form](#) and one of our mortgage managers will be in touch to look at your options for both the short and long term.

Personal loan and credit card payments. We recognise some customers may be struggling with their loan or credit card payments at this time, and I want to assure you that we are working hard to try and develop solutions as soon as possible. However, if you are facing immediate financial difficulty and have missed a payment, our Financial Guidance Team have a range of tools to help (please note: these tools will likely have an impact on your credit file). Please check our [website](#) regularly for updates, and refrain from calling unless you have already missed a payment.

Useful information

Sending money under £10,000: To help serve those customers with the most urgent needs as quickly as possible, we ask that you make any payments under £10,000 through mobile or [internet banking](#).

Social distancing in your local branch: Banking has been recognised as an essential public service and I am incredibly proud to assure you that our branch and contact centre teams remain on hand to support those customers who need us most. I urge you, in line with official guidance, to only visit a branch if absolutely necessary. What's more, if you do, could you please respect social distancing – one of a number of measures we have introduced to protect the safety of our customers and our colleagues.

Travel updates: Visit our [coronavirus hub](#) to find important information on travel insurance, what to do if you're abroad, what to do if you're about to travel and much more. The hub is being updated daily to ensure you're kept fully informed.

Protect yourself against fraud

Some criminals are using the coronavirus outbreak as an opportunity to scam the public. This includes offering medical products, guidance or a safe haven for money. Remember, HSBC will never ask you to move money to a safe account. Stay up to date with the latest information on our coronavirus [fraud and security page](#) and through our social media channels.

Continued overleaf...

There is no doubt these truly are extraordinary times. Please be assured my colleagues and I are working tirelessly on your behalf to protect you and your interests – today and during the weeks and months ahead. We will be in touch regularly to keep you updated on further changes.

Thank you for banking with HSBC UK.

Your sincerely

Stuart Haire

Head of Retail Banking and Wealth Management, HSBC UK

View FAQs on Coronavirus and our [support](#)

* This is a temporary measure and not a change to your contractual terms, which remain the same. We'll keep this under review and update you to provide notice before we make any changes to this interest waiver. If you have an account with a negotiated rate (where we have separately agreed a non-standard rate for your overdraft), this will not apply to you.