

Account Closure Form

On behalf of HSBC, thank you for banking with us, we hope we can help you again with your finances.

Requirements and guidance

We need certain information in order for us to close your account. These questions are marked with a star on the fold out form. When you provide all the information we need and the conditions are met, your account will be closed within five working days of us 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. We can arrange for the balance to be paid from another HSBC account in your name. If you are paying this from another account, this must be done before submitting this form.
- All cards and cheque books will be cancelled when your account is closed. We may ask you to repay any money owed to us including any charges and interest. This also includes payments still to be debited from your account such as any cheques you have issued, card transactions you've made that have been paid after closure and any charges.
- All Direct Debits and standing orders will be cancelled unless they're moving to another **HSBC account in your name**. You'll need to let all parties know of any changes if they're not moving to another HSBC account.
- Some payments may have a charge, please visit [hsbc.co.uk](https://www.hsbc.co.uk), for more information. If you'd prefer to chat to someone, please call us on 03457 404 404, or +44 1226 261 010 if calling from abroad. Premier customers should call 03457 70 70 70, or +44 1226 260 260 if calling from abroad.
- 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 the one we hold on file for you, your account will not be closed, and you will need to update this with us.
- **There may be financial or other impacts if you are closing your account early. Please be aware of the product terms and conditions before closing.**
- We can redirect payments sent to the closed account to another chosen account for a period of 13 months from closure, if you ask us to do this.
- Within 10 working days of closure you will receive the last 5 years' worth of transactions. This will be sent by email unless you opt out, please provide your email below. If you opt out, we can still provide your transaction history going back 5 years from the date of your request. Please contact us if you don't have an email address.
- Return address detailed below:

Post Team Account Closure, HSBC UK Bank plc, Customer Service Centre, BX8 1HB.

Closing an HSBC Premier Current Account may result in the closing or downgrading of related accounts such as Premier Savings accounts and HSBC Premier Credit Cards. By closing your Premier account, you will lose the associated benefits, such as Cancer Bereavement Cover, HSBC Health App and Travel Insurance. If an insured person is on a trip at the time the cancellation occurs, all cover will cease when the trip ends. Also, if this is a joint account, please let the joint party know they will also lose their benefits associated with this account. For more information please visit [hsbc.co.uk/current-accounts/products/premier](https://www.hsbc.co.uk/current-accounts/products/premier).

Please note if you decide to close an Advance Aspects account, you'll lose your HSBC Insurance Aspects policy and all of the benefits linked to it with immediate effect upon closure of the account. You will no longer be covered for the features and benefits covered under:

- Worldwide Travel Insurance (if you are under 70).
- Mobile Phone Insurance.
- Motor Breakdown Assistance.

Once closed, your HSBC Insurance Aspects policy, cannot be re-instated at a later date. If an insured person is on a trip at the time the cancellation occurs, all cover will cease when the trip ends. We collect fees monthly in arrears for HSBC insurance aspects. We'll take any outstanding fees from your account within the 21 days. Once the policies are closed, they cannot be reinstated. This does not apply if you have more than one Advance Aspects account and at least one will remain open. There is a fee charged to hold the Advance Aspects account.

For more information on how we'll use your personal information please see our Privacy Notice at hsbc.co.uk/privacy-notice.

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)	
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Sort code(s)	- -	Account Number(s)	
Sort code(s)	- -	Account Number(s)	
Sort code(s)	- -	Account Number(s)	

Closure Reason

Please choose one only

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

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 and account number.

Sort code––

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

Date

D

D

M

M

Y

Y

Y

Y

Signature

Date

D

D

M

M

Y

Y

Y

Y

hsbc.co.uk

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Customer information: Customer Service Centre, BX8 1HB.
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