

Guide to Credit Scoring and Credit Reference Agencies

Credit scoring – what is it?

Assessing applications for credit

We look at your finances when you apply for a personal or business account with us. This helps us to decide whether we can offer credit and if so, how much. To help us do this, we use a process called credit scoring.

How does credit scoring work?

Credit scoring looks at data from you, data from the bank and one or more licensed Credit Reference Agency (CRAs).

We can tell you which CRA(s) helped us with our lending decision. You have a right to apply to the CRAs for a copy of your credit file. There may be a charge.

More information about how we use your data, use CRAs and how we share your data can be found in our Privacy Notice hsbc.co.uk/privacy-notice. We use three CRAs in the UK:

TransUnion International UK Limited: transunion.co.uk

Address: TransUnion

One Park Lane

Leeds

West Yorkshire

LS3 1EP

Telephone: 0330 024 7574

Equifax: equifax.co.uk

Address: Equifax Limited Customer Service Centre

PO Box 10036

Leicester LE3 4FS

Telephone: 08000 142955 or 0800 014 2955

Experian: experian.co.uk

Address: Experian

PO Box 9000

Nottingham NG80 7WP

Telephone: 03444 810800 or 0800 013 8888

Where you have used your international credit history in support of your HSBC UK credit card application more information can be found at:

Nova Credit UK: novacredit.com/uk

Address:

1 King's Cross Bridge

London N1 9NW

Telephone: 0204 5522961

We use credit scoring to produce consistent decisions and fair outcomes.

It looks at past and present financial circumstances. This data is then used to create a score which decides whether we can accept your application or not.

If we decline your application, this is not reported to the CRAs. They will, however, keep a record of the search on your credit file which may be seen by other organisations.

What happens if your application is declined?

If we're unable to accept your application, we'll let you know the reason why, unless we can't for legal reasons.

We may provide you with an automated decision. If we decline your application, you have the right to ask for this to be reviewed by a member of our staff.

If you wish to challenge our decision then please call us on 03457 404 404.

If you have a complaint

Please get in touch if you're not happy in any way with our products and services.

You can ask for a copy of our leaflet 'Listening to you'. This explains how we deal with any complaints, and lets you know your options.

HSBC UK Bank plc is a member of the Financial Ombudsman Service. If you're not happy with our response, you can contact them. Their details are below:



Financial Ombudsman Service, Exchange Tower, London E14 9SR



0300 123 9123



complaint.info@financialombudsman.org.uk

The Financial Ombudsman Service will generally review complaints from retail customers. Even if you have been classed as a retail client by a provider, they may not regard you as an eligible complainant. Complaining to the Financial Ombudsman Service won't affect your legal rights.

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Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat on our website, visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service, to find out more please get in touch. You can also visit: [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or: [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).

hsbc.co.uk

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