

Welcome to HSBC Premier

More than an account



HSBC Premier

Wealth | Health | Travel | International



HSBC UK

| Opening up a world of opportunity



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More for you



Financial advice

We offer Financial Advice to help you make the most of your money and make informed choices for your future.

For HSBC Financial Advice you must be at least 18 years old, have £100,000 or more in savings and investments, have an HSBC current account (excluding Basic Bank Account) and be UK resident.

We offer different investment and protection options from various providers. We'll help you plan for you and your family's safety and future.

Investing has its ups and downs – you could get back less than you put in. It should be seen as a medium to long-term commitment. For more details on our service, including criteria and fees, visit [hsbc.co.uk/investments/advice/financial-advice](https://www.hsbc.co.uk/investments/advice/financial-advice).

To book an appointment, email wealthadvicecentre@hsbc.co.uk with your contact number. Or you can use our online Chat to speak with a Specialist between 9:00am and 5:00pm, Monday to Friday.



Take charge of your money



Up to £1,000 per day cash withdrawals

You can withdraw up to 1,000 pounds a day from HSBC cash machines in the UK, free of charge. Some cash machines may apply a charge for withdrawals. This should be mentioned on screen.



Using your card outside the UK

For information about using your card outside of the UK, including fees and rates, please visit [hsbc.co.uk/international/using-your-card-abroad](https://www.hsbc.co.uk/international/using-your-card-abroad).



All your worldwide accounts, in one place

Have HSBC accounts in other countries? View your accounts in one place with Global View and send money with Global Transfers. There may be fees if sending from your HSBC UK account. Please check this before sending any money.

For more information about any of our international services, visit [hsbc.co.uk/international](https://www.hsbc.co.uk/international).

Here for you

Banking on the go

View all your HSBC Premier accounts online, or using the HSBC UK Mobile Banking app, 24/7.

You can use the HSBC UK Mobile Banking app to set up new payees, pay cheques directly into your account, and cancel direct debits and standing orders. You can also add your card to Apple Pay or Google Pay through the app.

Apple Pay is a trademark of Apple Inc., registered in the U.S. and other countries and regions.

Google Pay is a trademark of Google LLC and this brochure is not endorsed by or affiliated with Google in any way.

Using your HSBC Credit or Debit card with Google Pay is subject to terms and conditions.

The Spending insights and Monthly budgets feature, available in the Plan tab, can help you stay on top of your spending.

To find out more please visit [hsbc.co.uk/ways-to-bank/mobile](https://www.hsbc.co.uk/ways-to-bank/mobile).

You can speak to a member of the Premier team on 03457 70 70 70. For information on Premier Direct including opening hours, please visit [hsbc.co.uk/ways-to-bank/phone-banking](https://www.hsbc.co.uk/ways-to-bank/phone-banking).



Emergency card replacement and cash

If your credit card is lost or stolen, you can block your card using our UK Mobile App or online banking. If you can't find it, we'll cancel it and send you a new one within 36 hours.

For more information, refer to [hsbc.co.uk/help/card-support/lost-or-stolen](https://www.hsbc.co.uk/help/card-support/lost-or-stolen).

You can collect up to \$2,000 in emergency cash from any HSBC branch in the UK or abroad.

You must have available funds in your account.

For more information, visit [hsbc.co.uk/premier](https://www.hsbc.co.uk/premier).



More than an account



Worldwide travel insurance

If you qualify for travel insurance, you'll receive a separate travel insurance welcome pack.



HSBC Premier eligibility

Option 1

Have savings or investments of £100,000 or more with HSBC in the UK, within 6 months of account opening.

Option 2

Have an annual personal income of £100,000 or more (at least one of you must have this if you have a joint account).

You must pay your annual income in to your HSBC Premier Bank Account.

Option 3

Already qualify for HSBC Premier in another country.

When we assess your savings or investments for HSBC in the UK, we don't count anything you hold with M&S bank, first direct and HSBC Expat.

Important information

Compensation

Your Bank or Savings Account with HSBC UK Bank plc is protected up to the FSCS compensation limit by the Financial Services Compensation Scheme, the UK's deposit protection scheme (most deposits are covered by the scheme). For more information, please visit the FSCS website at fscs.org.uk and the Personal Banking Terms and Conditions and Charges.

If you have a complaint

Please check the Terms and Conditions at hsbc.co.uk/content/dam/hsbc/gb/pdf/personal-banking-terms-conditions.pdf.



International Personal Banking Services

These services are offered in conjunction with other members of the HSBC Group. What we offer will vary by country. The International Banking Centre will explain what's available to customers before they open an account. Credit is subject to local legal and compliance requirements. You should not deposit funds or use your new account until you enter the country where the account is open. This doesn't apply to HSBC Bank International Limited, if you already have an HSBC account, or you already live there.

Other service providers

Global Emergency Services are provided by the Global Service Assistance Centre, part of Mastercard International. Mastercard United Kingdom address is:

10 Upper Bank Street, Canary Wharf, London, E14 5NP.



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, by 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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