Global Money Account (GMA)

Terms and Conditions

Effective from 9 April 2025

HSBC UK

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Global Money Account

Terms and Conditions overview

These Global Money Account (GMA) terms are additional to the Personal Banking Terms and Conditions and Charges (the Main Terms).

You can find them at hsbc.co.uk/legal. If the Main Terms say something different about the same topic, these GMA terms will apply.

Please read the terms because you are agreeing to them. They will help you understand your GMA, including what happens if things go wrong.

For more information about your GMA, see our Frequently Asked Questions (FAQs) on the HSBC Mobile Banking app (Mobile app) and on our website.

These terms are effective from 9 April 2025.

Our agreement for the GMA

You must have an eligible current account in your name to open and keep a GMA.

To find out what an eligible current account is, visit hsbc.co.uk/current-accounts/products/global-money.

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How can you use your GMA?

You can ask us for a debit card to use with your GMA through the Mobile app. If you do, we'll also give you your card details in the app. Then you can use your card as a virtual card straight away for online and digital wallet payments.

You can hold money in the currencies listed in the Mobile app (your 'currency balances') and make payments in those currencies. Each currency balance is part of your GMA.

There's no overdraft available on your GMA. You shouldn't make payments that result in a currency balance becoming negative. We'll take reasonable steps to make sure that doesn't happen. However, sometimes we might be required to make a payment even if you don't have the available funds. If we do, you must repay us as soon as possible. We may restrict access to your GMA until the relevant currency balance is back in credit.

How will we keep in touch?

We will normally contact you using the Mobile app through in-app messages, push notifications, or putting something in 'My documents'.

If you want to contact us, please use 'chat with us' on our Mobile app. You can manage your account in the Mobile app, including reporting your card as lost or stolen.

What information will we give you?

You can get information about payments into or out of your GMA through the Mobile app and we'll send monthly statements through the Mobile app.

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How can you pay money into your GMA?

You can pay money into your account electronically. You can't pay money into the GMA in other ways, for example, in a branch.

You won't earn interest on money held in the GMA.

We may need to convert the money you pay in. What we do and when you'll be able to use the money depends how you send it.

Paying money into your GMA

How you send the money	When you can use the money
From any of your HSBC UK accounts **to** any of your currency balances, in the same currency.	Straight away.
From any of your HSBC UK accounts **to** any of your currency balances, in a different currency.	Straight away. We'll convert the money using the HSBC Global Money Exchange Rate at the time you make the payment.
From any HSBC UK account in another person's name or any account outside HSBC UK in GBP, **to** any of your currency balances, in any currency.	Straight away.
From any HSBC UK account in another person's name or any account outside HSBC UK in a foreign currency, **to** any of your currency balances, in any currency.	If the money is in a currency balance we support: Usually straight away, depending on the currency. If it isn't: Right after we convert the money to GBP using the HSBC Exchange Rate at the time we receive it.

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What are the HSBC Global Money Exchange Rate and the HSBC Exchange Rate?

You can find details of the HSBC Global Money Exchange Rate on the Mobile app. You can contact us for details of the HSBC Exchange Rate.

They are both based on the foreign currency market for each currency we offer.

We can change these rates at any time. We don't give notice before we change them.

How can you make payments from your GMA?

You can use your GMA only for:

- cash withdrawals from a cash machine
- debit card payments
- moving money between HSBC UK accounts, and
- sending money (inside and outside the UK).

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Your Main Terms tell you how these payments work generally. But there are a few things you need to know about your GMA:

Using your debit card in a foreign currency

Debit card transactions are automatically made in the local currency of the place where the merchant is located. For example, if you're in the UK and use your debit card for an online transaction with a merchant in the US, the payment will be made in US dollars.

If you have enough money in the currency of the transaction, we'll use that currency balance. If you don't, but you have enough money in your GBP balance, we'll convert enough money to make the payment, as follows:

- if we can hold a currency balance for that transaction currency in the GMA, we'll convert it using the HSBC Global Money Exchange Rate.
- if we can't hold a currency balance for that transaction currency in the GMA, the card scheme will convert the transaction. They'll do this on the day they process it using their exchange rate. Check the exchange rate by visiting the card scheme's website.

Moving money between GMAs

You can make payments to another customer's GMA or move money within your own GMA using your currency balances. We'll convert your payments using the HSBC Global Money Exchange Rate.

Sending money within the UK

As well as payments in GBP, you can also send money in foreign currencies within the UK. The bank receiving the money may apply their own charges. That means the person receiving the money may receive less than the amount you've sent.

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Sending money outside the UK
You can make instant payments to any other HSBC accounts around the world and payments to accounts at other banks in any currency we support. Details of those currencies are in the Mobile app.

Sending money electronically
If you send money in a foreign currency, how we process that payment depends on if you have a currency balance for that currency, with enough available funds to make the payment. If you do, we will use those funds. If you don't, we won't make the payment. You can also convert money from another currency balance to make the payment (using the HSBC Global Money Exchange Rate).

How can you or we close your GMA?

We can end this agreement and close your GMA:

- for the reasons set out in the Main Terms
- if you no longer have an eligible current account with HSBC UK.

The notice period set out in the Main Terms will apply.

If you have money in a foreign currency at the time your GMA is closed, we'll convert the money into GBP using the HSBC Global Money Exchange Rate. We'll do this before we return it to you, or before we transfer it to Reclaim Fund Limited (if there has been no activity from you on your account for at least 15 years).

If you ask us to close your GMA, you must withdraw or transfer any funds before we can close it.

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 or: hsbc.co.uk/contact.

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