

Third Party Mandate

A third party mandate is a formal instruction from you to HSBC UK. It tells us that you'd like someone else to carry out everyday banking transactions on your HSBC UK bank account.

These don't include arranging a formal overdraft or opening or closing an account for you. You might consider this option if you need help managing your accounts, for convenience or because you don't have access to them. For example, if you're recovering from an operation you might want someone to pay your bills.

Third parties are permitted to have access to your accounts through Telephone Banking if this mandate is to cover all of your accounts held now (section 3(a)), all of the authority options in section 5(b) are ticked yes and there is only ONE third party signatory requested or if more than one, the signing instructions are "Any ONE individually" (section 6).

For information on what access Third Parties can have to an account, please see our Third Party access guide at hsbc.co.uk/help/life-events/third-party-mandate.

This Third Party Mandate can only be used for Personal Accounts

The account holder(s) should attend a branch together with their nominated third party(ies) to complete the process. If this is not possible, and the completed mandate is posted to the Bank or delivered to the Bank by the third party(ies), then the Bank will need to complete a security check.

The Third Party Mandate will not come into force until the check has been completed.

General Guidelines/Instructions

- The mandate can only be cancelled by the account holder(s).
- This mandate does not cover any future accounts opened with us. A separate Third Party Mandate must be submitted once the account is active.
- The completed mandate should be returned to your branch.

Identification and Address Verification of Third Party Signatories

To comply with current regulations, the Bank must identify and verify the address(es) of any person(s) that you authorise to operate your account(s). Please note that original documents are required from each third party signatory and we can accept a valid full UK Photocard Driving Licence to confirm both their identity and address. If they don't hold one, we'll require separate documents.

We are required to take copies of any documents supplied and retain these for our records.

Examples of documents include the following:

- Valid full UK Photocard Driving Licence for identification and address verification
- Valid full Passport for identification.
- Credit card statement or utility bill dated within the last four months for address verification.
- Upon request, we will provide guidance on other suitable documents.

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1. All third party signatories must complete their details below – only new signatories need to sign.
2. Each third party signatory must provide the Bank with original documentation to prove their identity and address.
3. Unused signatory boxes are to be ruled through.
4. If you require additional third parties reprint this page and completed the sections as required.

Full name of third party		
Address		
		Postcode
Date moved to this address		Date of birth
Previous Address (if moved in the last 3 years)		
		Postcode
Is this person a national or citizen of the UK?	Yes ☐	No ☐

Date

D	D	M	M	Y	Y	Y	Y
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Customer Identification Number

Customer Identification Number

Section 5 – Authority

5(a) A Debit Card can only be issued if this mandate is to cover all of your accounts held now (section 3(a)), all of the boxes in section 5(b) are ticked YES and there is only ONE third party signatory requested.

Yes No

The third party is authorised to hold and use a debit card for my bank account(s)

Please complete the account details of the card that is to be issued to the third party:

Sort code - - Account number

Note: The Debit card will be issued to the name and address listed on the third party mandate in section 4.

5(b) Please ensure that you (the account holder) have ticked the appropriate box for each option. If a debit card has been requested for the Third Party all of the following boxes must be ticked "Yes".

The third party is authorised to:

Yes No

(a) Deposit cash on my/our behalf

(b) Obtain information relating to my/our account(s) with the Bank

(c) Sign cheques and other instructions for all types of payments on my/our behalf whether any account is in debit or credit

(d) Deal with any other transactions relating to the account(s)

Only the account holder(s) can: close account(s), open additional accounts, agree to, review or increase lending facilities and change the names and addresses on the account.

Note: This mandate can be cancelled by the account holder(s) at branch, via telephone banking or in writing.

Section 6 – Signing rules

When you (the account holder(s)) name two or more third party signatories, they can either act individually or jointly when giving instructions to the Bank.

Please tick one of the following boxes to indicate your choice:

Any ONE
individually

Any TWO
together

All to sign
together

Note: If you have named more than one third party and section 6 is left blank, we will assume that each third party signatory can sign individually.

Note: Telephone access is only available to third party signatories if they are authorised to sign as "Any ONE individually".

Section 7 – Telephone access

Does the third party require telephone access? (See note on page 1 for guidance)

If Yes please advise name(s)
Yes of who requires access

No

Note: Third parties are not permitted to have access to the customers' accounts through Online Banking unless there are exceptional circumstances. Please see our Third party access guide at [hsbc.co.uk/help/life-events/third-party-mandate](https://www.hsbc.co.uk/help/life-events/third-party-mandate).

Account holder(s)

I/We agree that:

(a) any debt or other liability incurred to you under this mandate shall be the responsibility of the account holder, jointly and severally where there is more than one, and in the absence of your written agreement to the contrary, any debt shall be repayable on demand:

(b) you are under no obligation to ascertain or enquire into the purpose for which any of the listed authorities are exercised;

(c) this mandate, if not revoked by me/us, shall be binding on my personal representative until you receive written notice of my death/any of our deaths.

Full name and signature of all account holders

1. Name

Signature

2. Name

Signature

For Bank use only

Branch contact

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Staff number

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Sort code

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Authorising Checklist

The following actions must be completed by an independent Universal Banker in 'Maintaining', Back Office Clerk, Delegated Authority or Manager and should be checked against BMM.

If this section is not completed in full/actions not completed the mandate will not be processed.

I confirm that:

Existing customers details are up to date on BMM, including contact details

9

The party/parties signing section 4 of this form have been identified in accordance with current IDVA procedures

5

Profiles have been created for all new parties and details updated as per section 4 of the form

7

Relationship has been linked to existing customer

7

'Security check has been undertaken and memo added where applicable'
(the security check only needs to be evidenced if the signature does not match)

7

Mandate has been reviewed in accordance with procedures

7

Signature of independent Universal Banker in 'Maintaining', Back Office Clerk,
Delegated Authority or Manager confirming all required actions have been
completed and TPM is authorised

Staff number

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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, 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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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 765112.

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