HSBC UK Safeguard

Here to protect you today, tomorrow and for the future

HSBC UK

HSBC UK Safeguard

Fraud and financial crime is becoming more advanced and globally organised. We have controls designed to detect and deter fraudsters and criminals. To protect you and your finances, we need your help.

To ensure we really understand you we need to know:

- Who you are and where you live.
- Where your money comes from.
- How you will use your accounts.

Ongoing protection
We need to have your most up-to-date information to keep you safe. If anything changes, such as getting a new job, changing your name or other big events in your life, please let us know.

From time to time we may ask you for your help and contact you to:

- Confirm or update your details.
- Provide new information.
- Come into branch with original documents.

We'll work with you to make the process as simple and straightforward as possible.

What do I need to provide?
If you're applying for a new HSBC UK account and have an existing UK bank account, we may ask to see your last three months' worth of original statements.

We'll ask you for the following information:

- Why you want to open the account.
- How much you expect to pay in each month.
- Your salary and details of any assets you have.
- Your employer's address and phone number.
- Your business account details if you're self-employed.

- Your nationality (country/region/territory)/citizenship. (We may be unable to offer banking services to residents of countries that are subject to UN, US, EU or UK government sanctions).
- Your residence status/tax residence status.

We may ask for documents to support this. If you pay tax anywhere other than the UK, we may ask you for your Tax Identification Number (TIN).

This helps us keep you protected and provide you with the right services. If we don't have this information, we may not be able to provide you with some of our services.

Commercial Customers:

- Separate documents may be required to prove your identity and your home address.

Please contact your Relationship Manager or the Business Telephone Banking team on 03457 606 060 to find out more.

Identifying you

We may need to see and take a copy of your proof of identity and home address. This can happen when you open a new account, or you've held accounts for a while. This is a legal requirement that helps us protect you from criminals who might use your name or information without your knowledge.

We'll also ask you questions about yourself and how you plan to use the account. In some cases we'll ask more detailed questions about your income and your wealth.

> These checks will also apply to individuals who act under a power of attorney and as executors and those who are principal controllers or beneficial owners of a business or charity banking with HSBC UK.

What documents do I need to confirm my identity and residential address when opening an account?
For a list of acceptable documents, please visit hsbc.co.uk/help/security-centre/hsbc-safeguard/faqs/documents-and-certification/.

If you can't provide these, we may accept alternative documents as stated on our website. This list is not exhaustive. If you are applying for our products from outside the UK but within the EU, you may need to provide certified documents as part of your application.

If you'd like more information, you can call us on 03456 040 626, view our website or visit a local branch.

This page has intentionally been left blank

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 or: hsbc.co.uk/contact.

hsbc.co.uk

HSBC UK Bank plc. Registered in England and Wales with number 09928412.
Registered Office: 1 Centenary Square, Birmingham, B1 1HQ, United Kingdom. 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.