

Personal Banking Terms and Conditions and Charges

Effective from 9 April 2025

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If you're a digital user, you can move around this document in just a few clicks.

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Key

These icons mean:



Things you need to do



Things you can't do



Look closer



Additional information to help you



Be aware



Things you need to do that are time sensitive

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Part 1

You and HSBC UK: Our agreement

By opening an account with us, you're setting up an agreement between HSBC UK Bank plc and you, the person, or persons we've opened one or more accounts for.

You'll find the terms of that agreement here.

This agreement covers all our personal banking accounts and services, including foreign currency accounts. A personal account is for making or receiving personal account payments. It's not for business accounts. Unless we agree you can use it for this, it's also not for holding money for someone else, for example in a trust. Ask us if you need more information about those kinds of accounts or services.



Take time to read these terms because they explain what you're agreeing to.

Some of our products or services have extra terms which we'll give to you when you request the product or service, for example, overdrafts.



Sometimes we have to use wording which is standard in the banking industry. There's a list of these words at [hsbc.co.uk/got](https://www.hsbc.co.uk/got). Message us using our Mobile Banking app or Online Banking or call us on one of our usual numbers if you don't understand something. We'll be glad to help.



Accessibility

To see how we can help support your everyday banking needs visit [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility).

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Contacting us

You can Chat to us 24/7 using HSBC Mobile Banking app or Online Banking.
To find out more visit [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).



You can write to us at Customer Service Centre, BX8 1HB



You can call us:

	From the UK	From anywhere else
Lost or stolen cards and PINs	08000 852 401 or through Mobile or Online banking	+44 1442 422 929 or report free of charge through Mobile or Online banking
UK accounts	03457 404 404	+44 1226 261 010
HSBC Premier	03457 707 070	+44 1226 260 260

Contacting you

We may contact you using:

- the most recent post or email address, phone or mobile number we have for you
- in-app messages and push notifications on Mobile Banking
- 'My Messages' and 'My documents' in Online Banking, or any other electronic portal we tell you about
- any emergency contact details you've given to us if there's an emergency



Sometimes we might record and monitor calls to help improve our services or for security reasons.

We'll use the most recent details we have for you. It's important that your contact details are correct. We won't be responsible if you don't get information or notices from us if you don't tell us when your contact details change. We usually communicate in English.

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About charges and how we pay interest

What should you know about interest rates?



We'll tell you your interest rate when we open the account. You can contact us to find out your current rate, or view interest rates by visiting [hsbc.co.uk/current-accounts/interest-rates-and-charges](https://www.hsbc.co.uk/current-accounts/interest-rates-and-charges).

If we pay interest, we'll do so at a fixed or variable rate (which may go up or down).

We work out interest each day on the amount we're holding for you in that account.

If you're paying interest, we work it out each day on the amount you owe us.

We'll take interest from, or pay it into, your account on the day in the month you originally opened your account. We'll do that unless we've agreed something different with you.

If that day isn't a working day, we'll do it the next working day.

Taxes or costs may apply to you that aren't charged by us; and/or won't be paid through us.



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What are our charges for sending and receiving payments?

For most accounts, we don't charge for holding the account.

We won't charge you for internal payments if they're within our limits. We'll tell you about any limits that apply when you ask us to make a payment.



We may charge for services which aren't set out in this agreement. But we'll always tell you how much a charge is and check you're happy to pay it before we provide the service.

If we have to do anything to comply with a court order on your accounts, such as a child maintenance order, we can charge up to the maximum the law allows.

We take charges for payments from your account when we make the payment.

Sending money in pounds sterling within the UK

Type of payment	Branch or Telephone Banking charges	Mobile or Online Banking charges	Post charges
Your HSBC account to another HSBC account: • In your name • In someone else's name below our faster payment limit	Free	Free	Free
Your HSBC account to another HSBC account in someone else's name above our faster payment limits	Free	Not applicable	£17
Your HSBC account to a non-HSBC account by faster payments	Free	Free	Free
Your HSBC account to a non-HSBC account by CHAPS	£17	Not applicable	£17

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**Other payments**

Type of payment	Branch, Telephone Banking, Mobile or Online charges	Post charges
Sending money in euro within the UK or the EEA, from an HSBC account to another: • HSBC account • non-HSBC account	Free	£17
Sending money from your HSBC account to another HSBC account: • in any currency (other than euro) outside the UK • in any foreign currency (other than euro) within the UK • in euro outside the UK and the EEA	Free	£17
Sending money from your HSBC account to a non-HSBC account: • in any currency (other than euro) outside the UK • in any foreign currency (other than euro) within the UK • in euro outside the UK and the EEA	• HSBC Premier Bank Account customers - Free • Any other HSBC account - £5	£17

Sending money outside the UK or in a foreign currency within the UK

To send money outside the UK (including to another HSBC Bank), we may use an intermediary bank to help us send the money to the receiving bank. These banks (including other HSBC Banks) may apply their own charges.

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HSBC Currency Account

If you have an HSBC Currency Account, there are charges each time you send money from your account. However, payments are free if it's to another account with us or another HSBC Group company. Payments are also free if you're sending euros within the UK or elsewhere in the EEA. You'll find the charges below, set out in the currency of your account.

Sending money from your HSBC Currency Account

Currency of your account	Charge
Euro	7
US Dollar	7
Australian Dollar	9
Canadian Dollar	9
Chinese Yuan Renminbi	46
Emirati Dirham	25
Hong Kong Dollar	55
Japanese Yen	1000
New Zealand Dollar	13
Norwegian Krone	75
Singapore Dollar	11
South African Rand	130
Swedish Krone	69
Swiss Franc	7



HSBC Premier Bank Account customers won't be charged for sending money in foreign currency from their HSBC Currency Account.

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**Foreign currency payments by debit card**

When you use your debit card for foreign currency payments, we work out the fee based on the converted amount of the purchase or cash withdrawal.

Fees for foreign currency payments by debit card

Account	Fees for a debit card payment in a foreign currency	Fees for a cash withdrawal in foreign currency, or from a cash machine outside the UK
HSBC Premier	2.75%	2.75%
HSBC Premier MyAccount	2.75%	2.75%
All other accounts	2.75%	2.75% plus a fee of 2.00% (minimum £1.75, maximum £5.00)

Receiving money

Charges we take from some payments into your account	Charge
Receiving money in a foreign currency	£5
Receiving money from outside the UK in pounds sterling	£5
Cheques issued by banks outside the UK and/or in a foreign currency that we collect for you	£28
Returned cheque	£28
Pension cheques	£6

If you have an HSBC Currency Account, we don't charge if you pay a foreign currency cheque into your account.

If you're paying in a foreign currency cheque that's in a different currency to the account, we'll do the conversion in two steps. We'll convert it to pounds sterling first, and then convert it to the currency of your account.

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What should you know about charges for sending money in foreign currencies?

If you're sending money in a foreign currency within or outside the UK, how charges are applied, either by us or the bank receiving the money, depends on how and where you're sending the money. It also depends on the payment's currency.

There are different ways to pay charges. These are explained below.

- **Shared (SHA)**

- I want to pay HSBC's fees

Split charges between you and the person receiving the payment. You pay HSBC's charges and the person receiving the payment pays any other charges. SHA charging will always apply if you're sending money in a foreign currency within the UK or the EEA.

- **Beneficiary (BEN)**

- I want the payee to pay all the fees

The person receiving the payment pays all of the charges.

- **Sender (OUR)**

- I want to pay all the fees

You pay all of the charges, including any intermediary and receiving bank charges.



Payments may be made using an intermediary bank.

The intermediary and the bank receiving the money may apply their own charges, which may be taken from the amount being sent. So, the person receiving the money may receive less than the amount you've sent. If the payment is returned to us, the amount you get back may be less than we originally took from your account. This is due to charges and/or any foreign exchange conversions.

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How much will your overdraft cost?

Charges for overdrafts

We'll give you at least 14 days' notice before taking any overdraft interest or charges from your account.

Arranged and unarranged overdrafts

If we've agreed an arranged overdraft with you or you have an unarranged overdraft, we'll charge interest at the rates set out in the table on the next page. We don't offer arranged overdrafts on all accounts.

We won't charge you any overdraft interest if you pay the money back in before 11.45pm on the same day.

Interest Rates and Charges



We charge an Annual Interest Rate on your arranged and unarranged overdraft. The Annual Interest Rate is the basic interest rate that's used to calculate interest each day on any overdraft borrowing above any interest free amount. It doesn't take into account any interest on interest.

We've also set out the Effective Annual Rate (EAR). The EAR takes into account the interest rate, the compounding of interest (interest on interest) and how often interest is charged. It doesn't include any other fees or charges. It helps you compare the annual interest rate of an overdraft.

We've also explained where any interest free amount applies.

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Account	Overdraft Annual Interest Rate (variable)	Overdraft Effective Annual Rate EAR (variable)	Interest free amount on your arranged or unarranged overdraft
HSBC Premier (retained Jade benefits)	34.05%	39.9%	No interest on the first £1,000
HSBC Premier Bank Account	34.05%	39.9%	No interest on the first £500
HSBC Advance and Bank Account	34.05%	39.9%	No interest on the first £25 If you've been moved from a Graduate Account, you may be eligible for an arranged overdraft of up to £1,000 interest-free for the first year
Graduate	34.05%	39.9%	Year 1: No interest on the first £3,000 Year 2: No interest on the first £2,000
Student	0.00%	0.00%	None

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The table below shows the maximum amount we might charge you in a month in relation to an unarranged overdraft (this is called the Monthly Maximum Charge).

Monthly cap on unarranged overdraft charges

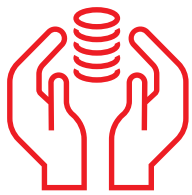
1. Each current account will set a monthly maximum charge for:
 - a. going overdrawn when you have not arranged an overdraft; or
 - b. going over/past your arranged overdraft limit (if you have one).
2. This cap covers any:
 - a. interest and fees for going over/past your arranged overdraft limit;
 - b. fees for each payment your bank allows despite lack of funds; and
 - c. fees for each payment your bank refuses due to lack of funds.

Monthly Maximum Charges

Account	Monthly Maximum Charge
HSBC Premier Bank Account and HSBC Premier (retained Jade benefits)	£20
HSBC Advance	£20
Bank Account	£20
Graduate	£20
Student	No unarranged overdraft charges

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Your account - who can use it and keeping it secure

How will we check it's you and keep your account secure?

When you access your account, we need to check we're dealing with you. We also need to check the request we're following comes from you (or someone acting for you). There are a variety of different ways we make these checks (for example, checking a signature on a document). If you're in a branch, we may ask for photo ID (for example, a driver's licence). For everything else, if your security details are used, we'll assume it's you. We'll treat the request as if you have authorised it. We may add other ways of checking your identity in the future.

**What do we mean by 'security details'?**

We ask for security details to keep your account safe.

Some examples of security details are passwords, PINs, biometric data, and any information you use with a payment device. A payment device is a device you can make payments with or use to access, or do certain things on, your account. It includes a card or e-wallet on your phone.

Keeping your account secure

We'll do all we reasonably can to keep your account secure. You must also help us to do this. This includes:

- keeping your details safe, and
- telling us if you notice something doesn't seem right.

If you don't, we may block your account to protect you and us from unauthorised use. We'll tell you when the block will end if you ask us.



If we call you, we'll never ask for your full security details.

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**Preventing misuse of your accounts**

Do:

- Keep your security details and payment device safe.
- Safely destroy any security details we send you, for example, if we send you a letter confirming your PIN.
- Sign your card when you receive it.
- Use different security details for different things. For example, use different PINs for each card you have.
- Take care when using your security details. Make sure no one can hear or see your security details when you use them.
- If you suspect, or you know, that someone else knows your security details, change them straight away, and tell us as soon as possible.
- Take care when you transfer a payment device to someone else (for example, if you sell your phone or give it to someone for repair). You should delete cards stored on it or in any e-wallets. You should also delete any biometric access, including access from any linked device. Biometric access includes fingerprint, face or voice ID.



Don't:

- Allow anyone to use your payment device.
- Tell anyone your security details.
- Choose security details that can be easily guessed by anyone else.
- Write down your security details in a way that other people would easily understand.
- Log in, or stay logged in, to a device that's not in your full control or possession.



For more details on keeping your money and account safe visit our 'Fraud and Security Centre' page at [hsbc.co.uk/help/security-centre](https://www.hsbc.co.uk/help/security-centre).

If we think there's something wrong, we'll let you know in the quickest and most secure way. This might be a text or a phone call. We will do this, for example, if there's actual or suspected fraud on your account or threats to your account security.

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You must contact us as soon as possible in these cases.

- When someone else tries to access, or has accessed, your account using a cheque or payment device.
- If a cheque, payment device or security details have been lost or stolen.

We'll ask for information or other help we need from you. We may help the police and ask you to do this too.

You may find a payment device or cheque after you've reported it lost or stolen. If this happens, contact us before you use them. You may need to destroy them or return them to us instead. You may also need to remove debit cards from any e-wallets or devices they're registered on.

What if you want to use a non-HSBC app or web provider to access your account?

Under open banking, you may want to use an app or web service provided by someone other than us to access your account with us. These are known as 'third party providers' or 'TPPs', and can do things like:

- Let you see information about all your online payment accounts in one place on that app or web page. That means you can use these services to view those accounts, balances, transactions, and track your spending.
- Ask us to make payments from your online payment accounts on your behalf.

Online payment accounts include current accounts, savings accounts or credit card accounts that you can access online.

If you want to use a TPP, this agreement still applies. You need to give TPPs permission for them to do these activities on your account. TPPs need to be authorised or have permission from the UK Regulator, the Financial Conduct Authority (FCA), to carry out their services. You should check the information the TPP gives you carefully to make sure they're authorised.



If you notice a problem with a payment while using a TPP, contact us right away.

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Can someone else act for you?

If you're not able to use your account for any reason, another person may be appointed to act for you. You might also want another person to use your account for you. The most common arrangements are 'third party mandates' or a 'Power of Attorney'.



To find more about this, visit

[hsbc.co.uk/help/life-events/assisting-someone-with-their-money](https://www.hsbc.co.uk/help/life-events/assisting-someone-with-their-money).

When these arrangements are in place, this agreement will still apply, and you'll be responsible for everything the person using your account for you does. This is even if they make you break this agreement.

We'll remove a 'third party mandate' straight away. We'll do this if:

- You ask us to.
- We think the person's misusing your account.
- They make you break this agreement or any law or regulation.
- We believe the mandate is no longer valid, for example due to a loss of mental capacity.



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What if you have a joint account?

Any joint account holder can use the account. They can:

- Get information about the account and ask us to make or stop payments.
- Set up an arranged overdraft (in which case we may give information about the arranged overdraft just to them). **If we agree to provide an overdraft, you'll each be responsible for repaying it.**
- Close the account and have the money in it paid to them.

If one of you tells us there's a dispute between you, all of you must agree to what is done on the account. But if there's no money in the account and no overdraft, any one of you can ask us to close it.

If this happens, we'll have to restrict or block your Mobile and/or Online Banking. We'll also ask you to destroy any cheque books or debit cards (or remove debit cards from any e-wallets or devices they're registered on) for affected accounts.

If there is a dispute between you and you have any Direct Debits or standing orders, both of you must agree to keep them in place or make any changes to them. If one of you does not agree, we can cancel them.

We can convert an account from joint names to a sole name if all of the account holders agree. You can also change a sole account to a joint one (unless it has previously been joint). If you do this, any new account holder can see all the account information. This includes from when it was a sole account.

If a joint account holder is the victim of financial abuse, we may remove them from a joint account without requiring other account holders to agree to this.

If an account holder dies, we can transfer the account into the name of any other account holder. To do this, we need to see proof of death (usually a death certificate).

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When can we restrict your account access?

Blocking your payment device and your access to services

We can block any payment device (and your access to related services such as Mobile, Online or Telephone Banking). This could be where:

- There's a significantly increased risk that you won't be able to repay any money you owe us.
- We suspect fraud or criminal use of the payment device.
- We have security concerns (for example, if we know or suspect your security details and/or the payment device have been misused).

We'll only block if we reasonably believe it's necessary. We'll let you know why as soon as we reasonably can unless we're prevented by law or any regulation or for security reasons. We'll unblock the payment device when the reason for blocking it ends.

If you don't use your account

If you're not using all of your accounts, we may restrict payments in or out to protect against fraud, but we'll let you know first. We'll do this after two years.



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Giving each other information

What information will we give you?

You can get information relating to payments using Mobile, Online and Telephone Banking, from cash machines or in our branches.

We'll send statements each month there's been a payment out of your account since your last statement. This is unless we ask you to choose whether you want a monthly statement and you tell us you don't. Then we may still send you statements at a different frequency.

We'll provide statements:

- online or through the app, if you're registered for Mobile or Online Banking, or
- through any other electronic portal we tell you about.

This is unless you ask for them on paper or they aren't available online or through the app, then we'll send them by post.



You must let us know as soon as possible if you think there are any unusual or incorrect payments on your accounts.

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Your information – when do we need it?

You must give us any information we reasonably ask for as soon as possible.

If you don't, or we suspect fraudulent or criminal activity, we'll have to take action.

For example, we might:

- try to get it from another source; or
- block or close any of your accounts.

You might not be able to use some banking services or keep banking with us.

What about tax?

Your tax responsibilities include things like completing and filing tax returns, paying tax, and following any other tax laws or regulations. Your tax responsibilities depend on things like your employment status, how much you earn, where you live, where you do business and some other things. It's up to you to make sure you follow tax rules.

This also applies to 'connected persons' (for example, anyone you send a payment to, who runs your account for you, or is entitled to money in your accounts). We don't provide tax or legal advice so do speak to an independent advisor.

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Payments in and out of accounts

All payments and decisions about payments are made on working days. How we manage payments can depend on where the payment is being sent and in what currency.

**What's a working day?**

A working day is usually Monday to Friday (excluding bank holidays).
Branch opening hours will be the working day for payments at a branch.
For payments made by Faster Payments our working day is 24/7.

Making payments in a foreign currency or outside the UK

You can use your account to make and receive payments to and from most other countries. And in most major currencies.

You can get details of the current exchange rates by contacting us in branch or through Telephone Banking. We also give you the rate if you make a payment using Online or Mobile Banking.

There are charges for some transactions outside the UK. Some of these may come from another bank or organisation involved in the transaction.

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How can you pay money into your account?

Cash

How you pay the cash in	When the cash will arrive in your account
A branch counter in the UK	Straight away
UK Post Office® branches by debit card	Straight away
HSBC UK self-service machines that accept payments in	Straight away, if the machine says it automatically counts your cash. If it doesn't, then the same working day (or the next working day if you pay in after the cut-off time displayed on the machine)
Other banks (if they allow this they may charge)	Right after we receive it
Multi-bank ATM deposit machines and Post Office Deposit Machines	Straight away. If it's paid in after 11.45pm, then the next working day Deposits made between 11.45pm and midnight will not reduce any overdraft or borrowing until the following day

If we pay interest, we'll start calculating it on the day the cash arrives in your account.



Limits apply to how much cash you can pay in at a Post Office® either over the counter, using a Post Office Deposit Machine, or a Multi-bank ATM deposit machine. You can find the latest limits by asking us or visiting [hsbc.co.uk/ways-to-bank/post-office](https://www.hsbc.co.uk/ways-to-bank/post-office).

Only the account holder or someone appointed officially to run your account can pay cash in at a branch (over the counter), or at the Post Office®.

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**Foreign currency cash payments**

If you pay cash in a foreign currency into your account held in a different currency, we'll convert it into the currency of your account first using the HSBC Exchange Rate at the time we receive the cash. The timings on the previous page will then apply.

The HSBC Exchange Rate and the HSBC Global Transfers Exchange Rate are based on the foreign currency market for each currency we offer. You can get details of the current exchange rates by contacting us in branch or through Telephone Banking. We also give you the rate if you make a payment using Online or Mobile Banking.

There are restrictions on the amount of foreign currency cash you can pay into your bank account each day. We'll tell you what these are when you're depositing foreign currency cash.

If you're depositing foreign currency and your account is in a different currency, we'll only convert the money up to the daily cash deposit limit for foreign currency.

Electronic payments

Currency	When you can use the money and when it counts for working out interest
In pounds sterling	Straight away
In foreign currency	Right after we've converted it into pounds sterling using the HSBC Exchange Rate (or the HSBC Global Transfer Exchange Rate) at the time we receive the payment. If you're depositing foreign currency and your account is in the same currency, we won't need to convert the payment. Therefore, you can use the money, and if interest is payable, it will start counting for working out interest straight away.

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Cheques

We process all pounds sterling cheques from a bank in the UK, Channel Islands or Isle of Man as images. We've shown how long each stage of the process usually takes below.

Cheque processing timelines

Imaged cheques received by us for processing	Working days after the working day that the cheque is paid in	For example, if you pay a cheque in on a Tuesday
You'll start earning interest	1	On Wednesday
You'll be able to use the money	1 (as soon as the payment is shown in your account – this could be anytime that day)	On Wednesday (this could be at any time that day)
The paying bank can't recall the money and we can't take it out of your account	1	After the money appears in your account on Wednesday



If you're paying a cheque in at a branch, you'll need to do this before the cut-off time for processing for the above timings to apply. This will be 3:30pm or it could be earlier if the counter service closes before that.

If you pay in after the cut-off, the timings will begin from the next working day.

It's also different if you pay a cheque in at a UK Post Office®. These timings will begin when we receive it, normally on the next working day.

If you pay in a large-sized cheque or one for a large amount, or we can't process it as an image it might take a bit longer for it to be processed.

If a cheque has been paid into your account but is returned unpaid (for example, it bounces), we'll tell you and take the money back out of your account. This may put you into an unarranged overdraft. We may be able to ask for payment again from the paying bank.

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To stop a cheque we'll need some details from you and the cheque number. We can only stop an imaged cheque before we've received the scanned image of the cheque for payment.

We usually make the payment when we get a cheque. Putting a later date on a cheque won't make the money come out of your account any later.

If we get a cheque more than 6 months after it was written, we don't have to pay it.

Foreign currency cheques

If you want to pay in a foreign currency or pounds sterling cheque from a bank outside the UK, Channel Islands or Isle of Man, we'll check whether we can accept it.

If we can accept it, you'll be responsible for our charges and any charges made by the foreign bank or agent we use.

If it's in a different currency to the account, we'll convert this to pounds sterling first using the HSBC Exchange Rate. If you have a Currency Account, we'll then convert it to the currency of your account. We'll use our standard exchange rate.

Receiving payments from outside the UK

If you receive a payment from outside the UK, we sometimes don't receive the actual funds from the paying bank or intermediary bank straight away. If we haven't received the actual funds from outside the UK 10 working days after the payment appeared in your account, we'll take the money back out of your account.



When we talk about an "intermediary bank", we mean a bank that helps banks send money from outside the UK to the bank receiving the money within the UK.

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How can you make payments from your account?

**Limits may apply to payments you can make.**

You can find out about any limits that apply on our website at hsbc.co.uk/help/banking-made-easy/making-payments, or you can ask us.

Ways to make payments

**Cash withdrawals**

There may be limits to the amount you can take out. We'll tell you what these are when we send you your debit card.

If you withdraw cash, then some cash machine providers outside the HSBC Group may charge you to use their cash machines.

**Debit card payments**

If you use your debit card for a cash withdrawal or payment, the money will come out of your account after we receive confirmed details from the card scheme (for example, Visa or Mastercard). This may happen on a working or a non-working day.

If you use your debit card for a cash withdrawal or payment in a foreign currency, the card scheme will convert it into pounds sterling. They'll do this on the day they process it using their exchange rate. You can check the exchange rate on the card scheme's website.



You can find more information about using your card outside the UK, including the costs by visiting hsbc.co.uk/international/using-your-card-abroad.

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**Electronic Payments**

You can ask us to make immediate payments, payments on a future date or regular payments like standing orders. You can also set up Direct Debit payments.

We usually use Faster Payments for external payments. If the amount you're sending is over the Faster Payments limit, we'll use CHAPS for payments in pounds sterling within the UK.

**Paying by cheque (some accounts only)**

Our cheques can be used to make payments in pounds sterling.

**Variable recurring payments**

You can set up regular payments which a third party (with your consent) will ask us to make on your behalf. These are known as 'variable recurring payments'. For more information, visit [hsbc.co.uk/help/open-banking](https://www.hsbc.co.uk/help/open-banking).

**The information we need from you**

To send money from your account, we usually need the sort code and account number (or the equivalent details for payments outside the UK). We'll usually also ask for the full name of the person you're sending money to. Sometimes we'll ask for a number that is linked to their account, such as a mobile phone number. We might need some other information.

You need to give us the right details, as we'll make the payment using only the information you give us. It's up to you to check the details are correct.

**Cut-off times**

The 'cut-off time' is the latest time on any day that we can do things you ask for.

We only make certain payments on a working day. So, if you ask us to make a payment after the cut-off, or if you pick a non-working day when you ask us to make a future payment, the timings will start from the next working day.

Most payments will reach the person you're paying within the times set out on the next page. But sometimes it may take longer to allow us to complete our checks. For CHAPS payments, we will confirm which day the payment will be made when you call us to set up the payment.

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Sending money within the UK in pounds sterling

Sending money	Cut-off time for you asking us to make a payment	When the money will reach the bank of the person you're paying after we've received your request
Between accounts at HSBC UK and first direct	11.45pm	Straight away
To accounts at other banks by Faster Payment	11.45pm	Straight away
To accounts at other banks by CHAPS using Telephone Banking	3.45pm	Same working day (subject to checks)
To accounts at other banks, by CHAPS using any other available channel	4.45pm	Same working day

Sending money in foreign currencies or outside the UK in pounds sterling

Sending money	Cut-off time for you asking us to make a payment	When the money will reach the bank of the person you're paying after we've received your request
To accounts within the UK in euro or within the EEA in euro and pounds sterling	3.30pm	Next working day
All other payments	6.00pm for US Dollars Check with us for other foreign currencies. We can't make payments in some currencies.	Usually up to four working days (but may take longer depending on the country the money is being sent to)

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Money sent to an account in the UK or within the EEA should normally arrive the working day after we send it. If it doesn't, you can ask us to contact the receiving bank. We'll ask them to treat the payment as if it had been made on time.

Sending money electronically in a foreign currency

You can do this in most major currencies – but not all.

If you want to send money in a currency different to your account, you can ask us to convert the amount into the other currency. We'll give you an indicative exchange rate when you ask us to make the payment. If we can't convert the money before we send it, or you don't want us to, the receiving bank may convert it using their exchange rate. Sometimes the money isn't sent straight away. You'll need to make sure you keep enough money in your account to cover any charge that might apply and the payment in the foreign currency at the time we make it. All payments will usually reach the receiving bank within four working days.

We'll tell you the HSBC Exchange Rate (or the HSBC Global Transfers Exchange Rate) we'll use. If you ask us to make the payment straight away, we'll apply the rate on the date you ask us to make the payment (even if we process the payment on a different day). For a future-dated or regular payment, we'll use the HSBC Exchange Rate (or the HSBC Global Transfers Exchange Rate) that applies when the payment is made. You can get an indicative rate before we start processing the payment by logging onto Mobile or Online Banking, calling us or visiting us in branch.

If a payment is returned to us or we can't make it for any reason, we'll reverse it using the exchange rate at that time. The exchange rate might have changed. So the amount we pay back may be more or less than we originally took from your account.



If you're an HSBC Premier or Advance customer, you can also use Global Transfers to send and receive money. For more details, visit [hsbc.co.uk/international/global-view-and-global-transfers](https://www.hsbc.co.uk/international/global-view-and-global-transfers).

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How can you cancel or change payments (other than cheques)?

We can't cancel any **immediate payments** such as debit card, online transfers, or Telephone Banking payments. You'll need to contact the person you've paid if you want your money back.

Other payments can be cancelled if you contact us by the deadline below, on or before the working day before the payment is due to be made.

Deadlines for cancelling payments

Payment type	Deadline
Internal transfers, standing orders, Direct Debits, regular card payments and other payments within or outside the UK	11.45pm by Online Banking End of working day by Telephone Banking or in a branch (or before counter services close, if that's earlier)
CHAPS	3.30pm by Telephone Banking or in a branch (or before counter services close, if that's earlier)
Global Transfers	11.59pm by Online Banking

If you cancel a Direct Debit or regular card payment, you should also tell the organisation or retailer that collects the payment. This is so they can cancel or change it (and any future payments) as well. If payments you've cancelled are still collected (for example, by the retailer), we'll treat the payment as unauthorised and give you a refund straight away.

If you haven't used a Direct Debit or standing order that you've set up for 13 months, we'll cancel it.

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What will we do when payments go wrong?

Payments into your account by mistake or fraud

What we'll do depends on what's happened and how the payment was made.

- If we pay money into your account by mistake or because of a system error, we'll take it back. When we talk about a system error, this includes an error we or another bank or building society has made. For example, an error might cause us or another bank to mistakenly make the same payment into your account more than once. If this happens, we'll take back the extra payments.
- If we suspect any payment into your account was made by fraud, or we suspect it is the result of criminal activity of any kind, we can restrict access to your account or remove this money without asking you.



If you don't have enough money in your account or under an arranged overdraft when we return a payment, this will put your account into an unarranged overdraft.

If we're told that a payment from within the UK or made within the EEA in euro wasn't meant for you, we'll let you know. This may happen if, for example, the person who made the payment used the wrong account number. We may need to return it if you can't show us that the money belongs to you. We're also required by law to share information about it with the bank the payment came from, if they ask us to. This will include your name and address and the payment information. This is so that the person who made the payment can contact you directly.

We may also ask you to provide us with information or documents to show us that money coming into your account, or money which is already in your account, belongs to you.

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**Receiving money electronically from within the UK (other than by CHAPS)**

How long has it been in your account	What will we do?
Two months or less	We'll limit access to the money for 15 working days. We'll tell you we've done this. This gives you time to show us it was meant for you before we return it to the paying bank.
More than two months	We'll contact you before limiting access to the money or returning it to the paying bank.

For any other payments (including CHAPS)

We won't take the money out of your account or return it to the paying bank without contacting you, but we may need you to provide information or documents to show us that the money belongs to you.

When we can refuse to accept or make payments

We can refuse to accept a payment into your account if we're acting reasonably.

Some examples of when we might do this are:

- If we reasonably believe that accepting it might cause us to breach a legal requirement or expose us to action from any government, regulator or law enforcement agency.
- If the payment relates in any way to a country which we prohibit payments to or from.
- If we reasonably believe there is fraudulent or criminal activity on the account.

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We'll make a payment from your account if we can, but there are some reasons we may not be able to. This is where:

- There isn't enough money in your account (including your overdraft amount).
- We can't confirm the identity of the person you're paying.
- You haven't given us the account or reference details.
- We know the details you gave us are incorrect.
- You've asked us to send the payment in a certain way (for example, by Faster Payments) and the other person's bank doesn't accept them.
- You haven't given us any extra information about the payment that we've reasonably asked for.
- The payment is over a limit that applies.
- The payment relates in any way to a country which we prohibit payments to or from (for information on prohibited countries, please contact us).
- We reasonably believe that certain things have happened.
 - There's been a breach of security or misuse of your account, security details or a payment device.
 - There's been fraudulent or criminal activity of any kind and it's reasonable for us not to make the payment. It doesn't matter whether it's linked to your account or your relationship with us.
 - The payment would cause us to break the law. Or to do it would go against a regulation or code we follow, a court order or other duty, or requirement.
 - The payment could mean we face action or criticism from any government, regulator, or law enforcement agency.
 - Someone else may have a claim over the money.



In this section, 'we' and 'us' includes HSBC UK Bank plc and any HSBC Group Company worldwide.

When we get a request to make a payment or pay a cheque from your account on a specific day, we check you have enough money to pay it. This check includes any arranged overdraft, but not automatic transfers into your account. Contact us for information about when we check for different types of payment.

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**How you'll know if there's been a problem**

You'll be able to see if certain payments have failed straight away. That includes payments made through Mobile, Online and Telephone Banking. It also includes payments made by debit card, contactless payments, CHAPS and any other immediate payment.

For cheques, payments you ask us to make on a date in the future, recurring payments, or other payments, we'll try to tell you as soon as possible.

You can always call us right away to ask why we've refused a payment. If we can, we'll tell you what you need to do to put it right. In some cases, we can't tell you for legal or security reasons or to stop fraud. You can also get information on the payment through Mobile, Online and Telephone Banking.

What are your rights when payments go wrong, or money goes missing from your account?

This section is about four main things.

1. Incorrect payments

Payments that haven't been sent to the person or account that you asked us to make the payment to because of a bank error.

2. Unauthorised payments

Payments made without your (or your representative's) permission.

3. Mistaken payments

Payments that haven't been sent to the right person or account because you gave us the wrong details.

4. If you're tricked into sending money to a fraudster.

This is when a fraudster tricks you into sending money to a person who isn't the person you thought they were, or the payment is for different reasons than you expected.

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Things to consider about refunds

Q1 Question

What should you do if you notice an incorrect, mistaken, or unauthorised payment?

Answer

You must call us as soon as you can. Or contact us through your Mobile Banking Chat feature as soon as you can.

Q2 Question

What will we do when you tell us about an incorrect payment or unauthorised payment?

Answer

We'll normally refund the money before the end of the next working day after you tell us. We'll do it sooner if we can.

Q3 Question

Will we always make a refund?

Answer

No. We won't always make a refund, such as:

- For an incorrect payment, if we can prove that the bank of the person you paid received the payment.
- For an unauthorised payment, if we know you've been extremely careless, or we reasonably suspect fraud on your part.
- For an incorrect or unauthorised payment if you don't tell us within 13 months after it was made.

This doesn't apply to unauthorised payments made using an overdraft.

Q4 Question

Can we take back a refund we've made?

Answer

Yes. We can take back refunds (after giving you reasonable notice) in some cases:

For incorrect payments - we can show that the payment was received by the other person's bank.

For unauthorised payments - we can prove that you acted fraudulently. Or that you intentionally failed to keep your payment device safe, or you were extremely careless. For example, you knowingly gave your debit card and PIN number to someone else.

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Unauthorised payments

Q5 Question

What happens if we can prove you acted fraudulently?

Answer

You're responsible for all payments from your account.

Q6 Question

What happens if we can prove you've been extremely careless?

Answer

You're responsible for all payments from your account. But only until you've told us that your payment device or security details have been lost or stolen. Or that you suspect someone has used them without your permission.

Q7 Question

What happens if you made the payment remotely, for example, by telephone or online?

Answer

We're responsible for any unauthorised purchase of goods or services (other than financial services) made online, unless you've acted fraudulently.

Q8 Question

Are there any other cases where we're responsible for unauthorised payments or fraud on your account?

Answer

Unless you've acted fraudulently, we're responsible for making a refund if certain things happen:

- Someone else uses your debit card before you receive it.
- After you've told us that your debit card or security details have been lost or stolen.
- We haven't provided a number for you to tell us that your debit card or security details have been lost or stolen.
- We haven't checked that it was you who authorised the payment in the way we're legally required to.

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Incorrect payments and mistaken payments

Q9 Question

What happens if:

- you tell us about an incorrect payment more than 13 months after it was made; or
- there's been a mistaken payment?

Answer

We won't give a refund, but we'll try to help you recover your money if you ask us to. We can contact the bank that's received your payment, usually within two working days, to try to get the money back. This might take longer for payments sent outside the UK. You just need to ask us to do this.

We may charge our reasonable costs for doing it, but we'll tell you the maximum amount you'll pay first.

If the payment was to another bank in the UK and we can't recover your money, you can try to get the money back yourself. That also applies to euro payments sent to a bank within the EEA. If you need to do this, you can ask us to help you by writing to us. We'll give you all the information we've been given by the bank that received the payment.



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If you're tricked into sending money to a fraudster

If this happens you should tell us as soon as possible by calling us on 03457 404 404.

Reimbursement rules apply to CHAPS and Faster Payments you send after 7 October 2024 to an account which you don't control. You must tell us within 13 months of the date of the last payment or you may not get a refund.

We'll look at each request for a refund individually and provide a refund if we're required to under the refund rules. If you're entitled to a refund, you should get your money back within 5 business days, but it could take up to 35 business days if we need to gather additional information. A £100 excess may apply. If it applies, we'll take the £100 off the amount we refund to you.

These rules do not apply to payments you send to accounts outside of the United Kingdom or any payments using cash, cheque, or cards.



For more information about the rules (including the maximum repayment limit for claims), and how they might apply to you, please visit [hsbc.co.uk/pushpayment](https://www.hsbc.co.uk/pushpayment).

If your request for a refund is not covered by these refund rules, we will still investigate. We may still provide a refund if you're entitled to one under other laws, regulations or industry guidelines.

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When will we give you a refund?

For debit card payments

We may be able to refund some debit card payments. We may be able to give you a refund if you didn't agree the actual amount and it was higher than you reasonably thought it would be. You need to ask us for a refund within eight weeks of the payment being charged to your account.

We may need to investigate whether you are entitled to a refund. We may ask you for more information.

You aren't entitled to a refund if you agreed the payment directly with us. Or if we or the seller made information available to you about the amount at least four weeks before you paid.

Whether we are making a refund or not, we'll let you know what's happening and why. We'll do this within 10 working days of your claim date or the date we get information we've asked for.

For Direct Debit payments

Direct Debits are a type of payment covered by the Direct Debit Scheme. They have their own rules for refunds. You can find out what to do if something goes wrong with a Direct Debit at directdebit.co.uk.

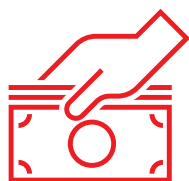
How much will we refund and can we reverse a refund?

If we give a refund, we'll refund the money with any interest we charged, or pay any interest that we should have paid. This will put you back in the position as if the payment hadn't been made, unless we apply the £100 excess, which we have explained in the section above called "If you're tricked into sending money to a fraudster".

If we give a refund but later find you weren't entitled to it, we'll take the money back from your account.

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About overdrafts

What should you know about overdrafts?

We may agree an arranged overdraft on your current account if we think you can afford it. Overdrafts are meant to be for short-term borrowing. You must make payments at least monthly to reduce what you owe. All overdrafts are repayable 'on demand'. This means that we can ask you to pay the money back straight away. Usually, though, we'll give you advance notice.



When you open your account, we'll tell you the interest rate that we'll charge on any overdraft.

Types of overdraft

An **arranged overdraft** is one we agree with you in advance. It allows you to borrow from us before making any payments that take your account overdrawn. We'll confirm your overdraft limit in writing. There's no fixed period but we'll review it regularly.

An **unarranged overdraft** is for emergencies. Without you asking in advance (and sometimes on top of any arranged overdraft), we let you borrow money for something specific. This includes where we let you borrow for a particular payment or charge, or have to return a payment that was paid into your account. You must get your account back in credit, or within any arranged overdraft limit, as soon as possible. And you must always do this within 31 days if we've allowed it for a particular payment.

Interest free overdraft amounts

On some of our accounts we offer interest free overdraft amounts. This means we'll only charge interest on the amount you borrow over this amount.

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Helping you manage your finances

If you're struggling to run your account in credit and find you're often relying on your overdraft, talk to us. We'll help you to see if there are better ways to manage your finances. Overdrafts are just one option, and something else may work out cheaper.



Just visit [hsbc.co.uk/help/money-worries](https://www.hsbc.co.uk/help/money-worries) or call us on our usual number to see the ways we can help.

We'll keep an eye on your account and how you're using your overdraft for signs you might be struggling with your finances. If we think you are, we'll get in touch to explain the different ways you can get help, including how we can help you.

We'll send you a text message when you go into your arranged or unarranged overdraft (including any interest free overdraft amount on your account). We'll also text you if you don't have enough money to make a payment. We'll do this as long as we have a correct mobile number for you.



If you don't want us to send these text messages, let us know and we'll stop. You can also tell us if you want some of these messages but not others. If you choose to opt out of text alerts, this will apply to all personal current accounts you hold with HSBC UK.

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Our relationship with you

What might stop us from acting in line with this agreement?

We'll do our best to act in line with this agreement, but we also have to act in line with other obligations that apply to us like laws and court orders.

We may not be able to act in line with this agreement where we need to take action to prevent our services being used for financial crime. Or where we reasonably believe that doing so may:

- involve us or you breaking a law, regulation, court order, code, duty, requirement or other obligation that applies to you, us, or another HSBC Group Company;
- involve, or be part of, us or you committing a crime. For example, where we reasonably believe you're involved in fraudulent or criminal activity of any kind, whether or not linked to your account or your relationship with us; or
- expose us or another HSBC Group Company to action by a government, regulator, law enforcement agency or a third party.



If this happens, we may not be able to give you access to your money.
We may also need to share information about this, including with other banks.

We won't be responsible to you if this happens.

Some parts of this section may need to continue to apply after our agreement has ended. For example, we may still have obligations to share information.

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What's our 'right of set-off' to reduce the amount you owe us?

If you owe us money that's due for payment, we may take this money from any account you hold to reduce the amount you owe us. This is called our 'right of set-off'. We'll do this if we think it's reasonable. We'll normally warn you in writing before we use our right of set-off. We'll also write to you afterwards to confirm what action we took and how much was transferred out of your account.



We'll always consider your circumstances, especially whether you'll still have enough money to meet essential living expenses or important debts. We'll also follow any regulatory requirements.

We can take money from your accounts unless we're prevented by the court or by law. We can use money from an account even if there's a court decision against you or you're fined. This includes interest you may get after the date of the final decision or fine.

If you have money in a foreign currency, we may convert it to pounds sterling using the HSBC Exchange Rate.

Sometimes we're given legal instructions or notices to hold money for someone else, or to pay it to someone else. If this happens, we won't take money we've been told to hold for someone else.



In this section, "we" and "us" includes first direct and any HSBC Group Company worldwide.

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Amounts owed to us and due for payment include, for example, amounts owed under a loan, credit card, mortgage or overdraft.

We can take money from accounts in your name or held jointly with another person (X) as shown below:



What changes can we make?

This agreement doesn't have an agreed end date. As it may last for a long time, we're likely to need to make changes to it to take account of certain things. For example, how we develop our services, how our business changes and when things happen that we don't control.

We'll only make changes for these reasons if it's reasonable for us to pass the impact of that change on to you.

As we can't predict precisely why we might need to make changes, we may also make changes for reasons that aren't covered here.

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All changes (except changes to exchange rates)

Changes we don't control

We'll respond proportionately to changes we don't control.

Reason for the change	Terms we can change: Interest rates	Terms we can change: Charges	Terms we can change: Other items
- Changes in general law or regulations - Decisions or recommendations we have to follow such as those made by a court, regulator, or Financial Ombudsman Service - New industry guidance and codes of practice	✓	✓	✓
Changes in the Bank of England base rate, other market rates and indices or tax rates	✓	✗	✗
To cover changes in the costs of providing the account	✓	✓	✗

Changes to our business

We'll also need to make reasonable changes to our business.

Reason for the change	Terms we can change: Interest rates	Terms we can change: Charges	Terms we can change: Other items
- Changes to the way we manage the account because of new technology. - Changes to our systems, services, or facilities.	✓	✓	✓

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Reason for the change	Terms we can change: Interest rates	Terms we can change: Charges	Terms we can change: Other items
There may be changes that need to happen for other reasons that we haven't mentioned in this table. We'll make those if it's reasonable or valid for us to do this.	✓	✓	✗

Other changes

Reason for the change	Terms we can change: Interest rates	Terms we can change: Charges	Terms we can change: Other items
Sometimes we'll make changes without giving you a reason. If we do this, we'll always explain the effect of these. You'll always be able to close your account or service free of charge before the changes happen.	✓	✓	✓

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**When we'll tell you about changes**

Change	What notice do we give you?
- Increasing interest rates we pay you. - Reducing the overdraft charges or interest rates you pay us. - Changes we make to any interest rate tiers which are to your advantage (if your account has interest rate tiers). Interest rate tiers are the thresholds you need to meet to receive different levels of interest on your account. - Changes to your advantage relating to account benefits, cheques, or overdrafts.	Within 30 days or three working days ¹ after we make the change.
- Increasing interest rates you pay us. - Increasing overdraft charges. - Changes that aren't to your advantage relating to account benefits, cheques, or overdrafts.	At least 30 days before we make the change.
- Reducing interest rates we pay you.² - Changes we make to any interest rate tiers which aren't to your advantage (if you have an HSBC Premier Savings, HSBC Premier MySavings, MySavings, or Online Bonus Saver account). Interest rate tiers are the thresholds you need to meet to receive different levels of interest on your account. - Changing any other charges. - All other changes.	At least two months before we make the change.

1. Notice within three working days will be given online, in a newspaper or in branch. Personal notice will be given within 30 days.

2. If we reduce the interest rate we pay on an account we may not give notice if there's less than £100 in the account.

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How can you or we close your account or end this agreement, or how can we withdraw services?

[Contents](#)**Your rights when we tell you about a change**

You're protected from any change we make to your disadvantage because we'll give you advance notice. This will give you the chance to end our agreement, or switch your account to another account we offer, or to another bank.

For changes we tell you about in advance, you have until the change is made or two months (whichever's longer) to tell us you want to close your account. If we don't hear from you, we'll assume you've accepted the change. We'll go on and make the change at the end of the notice time.



If you don't want to accept a change, you can close your account without charge.

Changes we can make without telling you in advance

Reference interest rates

Some accounts have interest rates based on 'reference rates' (for example, the Bank of England base rate). Changes to the reference rate are out of our control. If we make changes to interest rates as a result, we'll make the change within a day. This will be shown on your statement.

Reference exchange rates

We can change the HSBC Exchange Rate and the HSBC Global Transfers Exchange Rate straight away. We don't give any notice before we change them.

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How can you or we close your account or end this agreement, or how can we withdraw services?

How you can close your account or end this agreement

If you want to close your accounts with HSBC, all you need to do is tell us.

- You can do this within the cooling-off period if you opened your account online or by telephone. This is 14 days from the day after we've confirmed we've opened your account.
- You can also do this at any time online, by telephone or by telling us in branch. We'll close it without charge.

If you close your account, any online accounts will close. Make sure you have downloaded the information you need from Online Banking and My documents before you go.



If your relationship with us ends, you can ask us for copies of everything we put in My documents for the previous six years.

You'll have to pay charges for using the account (such as payment charges). We'll close the account and send you the amount in it (and any interest) when everything you owe us has been paid. Any account benefits will end.

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How can you or we close your account or end this agreement, or how can we withdraw services? Continued

[Contents](#)**How we can end this agreement and close accounts or withdraw services**

We can end the agreement and close your accounts straight away, or withdraw services, and not give you any notice. Withdrawing services could involve us taking a variety of steps. These include restricting access to money in your account and your ability to make and receive payments, restricting access to certain services we provide like cash withdrawals and Online and Mobile Banking and closing your account. We'll only do this if certain things happen:

- You've seriously or persistently broken this agreement.
- You've behaved inappropriately either to us or when using our services. For example, you acted abusively, offensively, or violently towards employees or used abusive language in payment instructions.
- You weren't entitled, or aren't entitled any longer, to open or have your account or the service.
- You haven't given us information that we've asked for about your tax situation.
- You've given us false information.
- You haven't had any money in your account for more than 24 months.
- You open an account and you don't pay money into the account within the following timescales:
 - the first 12 months (for non-UK residents); or
 - 24 months (for UK residents).

We'll also do this if it's reasonable for us to believe that something in the list below has happened.

- You're accessing or using an account, service, or money illegally or fraudulently (or have done this in the past).
- You're allowing someone else to do this.
- You're using the account in a way not covered by our agreement.
- You're involved in any fraudulent or criminal activity. It doesn't matter whether or not this is linked to banking with us.
- You've placed us in a position where we might break a law, regulation, code, court order or other duty, or requirement.
- You've exposed us, or another HSBC Group company, to action from any government, regulator or law enforcement agency, or a third party.
- There's been a breach of security or misuse of your account, security details or a payment device.

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We can also end the agreement and close your accounts by giving you at least two months' notice or any longer period required by regulation (unless your account is a Fixed Rate Saver). If you have a Basic Bank Account in the UK, we can close your account by giving you at least two months' notice or any longer period required by regulation if anything in the list below applies.

- There haven't been any transactions on your account for more than 24 months.
- You're no longer legally resident in the UK.
- You have access to another payment account with basic features.

For a Basic Bank Account, we'll tell you why we're ending the agreement, unless it would be unlawful for us to do so.

Money in your account

When we withdraw services, you may not be able to access the money in your account. For example, if we reasonably believe that you're involved in fraudulent or criminal activity of any kind. We may need to ask you for further information or documents. We will not restrict access to your money longer than is necessary. We will let you know when our enquiries are complete.

Paying what you owe before closing or switching the account

Before an account is closed, we'll take any:

- money owed to us or committed to payments; and
- interest and charges that haven't yet been charged to the account.

We'll then pay what is left to you, including any interest. This is unless we can't because of laws, regulations, court orders, codes, duties, requirements, or other obligations that apply to us. If you're using the Current Account Switch Service, we'll pay it to your new account with another provider.

If you have a Currency Account, we'll convert the money into pounds sterling using the HSBC Exchange Rate before we return it to you.



You're responsible for cancelling payments into and out of your account.

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How can we transfer accounts?

We'll give you at least two months' notice that we're switching you to a different account we think is appropriate for you. But we'll only do this in the circumstances below.

- You no longer meet the conditions for an account (for example, if you have a student account and leave university).
- We're withdrawing a type of account.

If there are benefits with your account, these might end if we transfer (or upgrade) you to another account.



If you tell us that you don't want this, we'll close your accounts straight away and pay any money in the account to you. If there's a charge for the new account, you can close it within 60 days with no charge.

If we're upgrading your account, we'll usually give you 30 days' notice. Your account number will stay the same. You can always tell us if you'd prefer not to upgrade.

Can we or you transfer this agreement?

We can transfer all of our rights and responsibilities under this agreement and in relation to your account to someone else. This would usually happen in an extreme situation, such as the bank changing hands. We'd only transfer our responsibilities to someone we reasonably think could carry them out as well as we can. That person or organisation has to be authorised or recognised by our regulator as being able to accept deposits. This won't reduce any of your rights in relation to your account.



You can't transfer any of your rights and responsibilities in relation to the agreement, your account, or your account itself, to any other person.

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Can we or you transfer this agreement?

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Information to help manage your account

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When aren't we responsible for things that go wrong?

If something goes wrong, let us know straight away. We'll try to help if we can.

We'll do all we can to carry out our side of this agreement. But there may be times that we can't. We're not responsible for any losses you may have if we aren't able to carry out our responsibilities under this agreement in circumstances like the ones below.

- Where we can't for legal or regulatory reasons (for example, relating to the prevention of financial crime).
- Where something's happened that we couldn't predict or that isn't normal. And where it's outside our (or our agents' and/ or subcontractors') control and we couldn't have avoided it even where we used all of our efforts to. For example, industrial action or mechanical failure.

Which country's courts and laws apply?

If you live in Scotland, Scots law applies to this agreement. If you live anywhere else, English law applies to this agreement.

If there's a dispute between us, you can take legal action against us in any UK court.

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Which country's courts and laws apply?

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How can you make a complaint? Contents



Information to help manage your account

What do you need to know about privacy?

**Make sure you read our Privacy Notice**

We take your privacy seriously. When you open an account with us, we'll show you our Privacy Notice. It explains how we collect, use, disclose, transfer, and store your information.

It also sets out your rights to your information and when we might need to share it with others. We'll always tell you if we make any important changes to the Privacy Notice. We'll update our website if we make any other small changes to it.



You can find the Privacy Notice at hsbc.co.uk/privacy or ask for a copy in one of our branches or by calling us.

How do we use your information for payment services?

When you open an account with us, you agree to these account terms. So that we can provide payment services to you, you agree that we can access, process, and keep information you give to us. It won't affect any rights and duties either of us have under data protection laws.

You can withdraw your consent by closing your account. If you do this, we'll stop using your information for this purpose, but may continue to process it for other purposes.

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How do we use your information
for payment services?

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How is your money protected?

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How can you make a complaint?

If you have a complaint, we'll do everything we can to sort out the problem. Contact us using the details in the 'Contact us' section of this booklet. Within five working days, we'll let you know in writing we've received your complaint. We'll then keep you up to date about our progress until we've finished looking into your complaint.

If you still aren't happy, you may be entitled to refer your complaint to the ombudsman service. Here are the details to use for the UK.



The Financial Ombudsman Service Exchange Tower, London E14 9SR



0800 023 4567 or 0300 123 9123



complaint.info@financial-ombudsman.org.uk



financial-ombudsman.org.uk

If you think we haven't met our legal requirements under the Payment Services Regulations, you can complain to the Financial Conduct Authority using the details on fca.org.uk/contact. These regulations set out things like the information we need to give you about your transactions and when we need to respond to a complaint by.



For more information, visit fca.org.uk/consumers/how-complain.

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What is the unclaimed assets scheme?

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How is your money protected?

We're covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial responsibilities. Most depositors are covered by the scheme. In respect of deposits, an eligible depositor is entitled to claim up to the current FSCS limit for deposits. For joint accounts each account holder is treated as having a claim in respect of their share. So, for a joint account held by two eligible depositors, each depositor would have a claim up to the FSCS deposit limit. The maximum amount that could be claimed in total would be twice the current FSCS limit. The FSCS deposit limit relates to the combined amount in all the eligible depositor's accounts with the bank. That includes their share of any joint account, and not to each separate account.



first direct and HSBC are both trading names of HSBC UK Bank plc and so if you hold deposits with us and first direct you'll only be eligible for one claim of up to the FSCS deposit limit in total.



For further information about the scheme (including the current limits, amounts covered and eligibility to claim) contact us. You can also visit the FSCS website fscs.org.uk or call the FSCS on 020 7741 4100 or 0800 678 1100. Only compensation related queries should be directed to the FSCS.

How can you switch to another bank?

If you give us the details we need, we'll transfer the money in your account to your new account in the UK. We'll take any amounts you owe us before we do this. We'll give you the information we have about payments set up on your account so you can transfer them. We won't charge you for this.

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Additional product terms

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What is the unclaimed assets scheme?

We take part in the Unclaimed Assets Scheme. If there has been no activity from you on your account for at least 15 years, we may transfer any money in your account to the unclaimed assets scheme. The scheme is operated by Reclaim Fund Limited. This includes accounts that we've closed but we haven't been able to repay your money to you. We'll tell you at least 30 days before we transfer the money. If we haven't already, we may then close your account. You'll still have the right to your money. You should ask us for information about how to get your money back. If we transfer the money in this way, it doesn't affect any protection you have under the Financial Services Compensation Scheme.



Further information to help you find lost accounts can be found at mylostaccount.org.uk.

Who are we, and how are we authorised?

HSBC UK Bank plc is 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.



You can check these details by visiting the Financial Conduct Authority's website fca.org.uk or contacting them on 0800 111 6768.

HSBC UK Bank plc is a company incorporated under the laws of England and Wales with company registration number 09928412. Its registered office is at 1 Centenary Square, Birmingham, B1 1HQ. HSBC UK Bank plc's registered VAT Number is GB 365684514.

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Part 2

Additional product terms

In this section, we set out the extra terms for particular accounts

If there are any differences between what we say in Part 1 and Part 2 of this agreement, Part 2 will apply. If you have a current or savings account that isn't mentioned below, then only Part 1 of this agreement applies to that account.



Eligibility

For some of our accounts you'll have to meet our credit scoring requirements and affordability checks.

Current accounts

HSBC Premier Bank Account

	Option 1	Option 2	Option 3
What are the account conditions?	Have savings or investments of £100,000 or more with HSBC in the UK, within 6 months of account opening.	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 into your HSBC Premier Bank Account.	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.

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Current accounts
Continued[Contents](#) **Joint accounts:**

You can only open a joint account with:

- your spouse or partner
- a child over the age of 18
- someone who also meets the eligibility criteria for HSBC Premier

HSBC Advance

What are the account conditions?	To open the account, you'll need to be approved for an arranged overdraft of at least £1,000.
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Student

What are the account conditions?	You must be 18 or over and studying (or have accepted an unconditional offer to study) on a UK full or part-time qualifying course. Check our website for whether your course might qualify. You must also have been resident in the UK, Channel Islands or the Isle of Man for at least three years. At the end of your course, we'll convert your account to a Graduate Bank Account.
Can you have a joint account?	No.

Graduate

What are the account conditions?	You must have graduated within the past two years.
What's the term of the account?	It's fixed for two years. You can't hold the account for longer than that. After you've held your Graduate Bank Account for 2 years, we'll move you to an HSBC Advance account or an HSBC Bank Account. At that point, you may be eligible for an arranged overdraft of up to £1,000 interest-free for that year.
Can you have a joint account?	No.

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**Premier MyAccount or MyAccount**

How old do you need to be to hold this account?	11-17
What's the minimum opening deposit?	£1
What happens when you turn 18?	We'll convert your account to a Bank Account, or the equivalent alternative account. If you meet the conditions for the Student Bank Account, we'll open one of these instead. You'll have to complete a new application.
What are the account conditions?	If you have a Premier MyAccount, your parent, legal guardian or grandparent must also be an HSBC Private Banking or HSBC Premier customer. If they no longer have one of those accounts, we'll convert your account to a MyAccount. When you open the account, you and the parent or guardian linked to the account may need to sign a document called an 'Authorised Adult Mandate'. We will tell you if this needs to be done. This third party document gives your parent/legal guardian certain rights. They can do things like update your address on your behalf. We may disclose information about your accounts to anyone named in the 'Authorised Adult Mandate', or any other parent or legal guardian.
What are the account features?	There is no arranged overdraft on this account. There's no cheque book available unless you're aged 16 or over.
Can you have a joint account?	No.

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How can you make payments?	If you're under 11, we need written authority from your named parent/guardian for any cash withdrawals or payments of £50 or more. You can only make payments by cheque if you're at least 16 and ask us for a cheque book. We'll send you a debit card automatically when you turn 11 (but you or your parent or legal guardian can ask us not to).
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Basic Bank Account

What are the account features?	There's no arranged overdraft or cheque book on this account.
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HSBC Currency Account

What are the account conditions?	To open an HSBC Currency Account, you must have an active HSBC UK current account (other than a Basic Bank Account). If you close that account, we'll close your HSBC Currency Account. We'll give you two months' notice before we do this.
Can you have a joint account?	No.
What are the account features?	You can hold the account in one of 14 major currencies. There's no arranged overdraft or cheque book on this account.
How can you make payments?	You can pay foreign currency cash into your account. There may be limits on the amount you're able to deposit each day. We only accept cheque payments in certain currencies. You can also make payments into your account electronically. You can't make payments out of your account by debit card or cheque.

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Can you make cash withdrawals?	You can make same day cash withdrawals in specific multiples of euro or US Dollars with our prepack service at branches which offer this service. This is subject to availability and specific prepack multiple limits (for example, we might only have packs of 100 euro or 250 euro available). If you want to withdraw cash in other foreign currencies, you'll need to order it through the Travel Money Service. You'll also need to order it if you want to withdraw euro or US Dollars without using the prepack service. Orders placed before the cut off will be available to collect the next working day. If it's after this time, they'll be available two working days later. You can find our cut off times at hsbc.co.uk/international/travel-money.
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Appointee

What are the account conditions?	To operate this account, you must be appointed by the Department for Work and Pensions to help someone with a mental incapacity or who's severely physically disabled. You must carry out the duties and responsibilities you owe to that person carefully. If you don't, you'll be responsible for any cost to us as a result.
What are the account features?	There's no arranged overdraft or cheque book on this account.

Executor

What are the account conditions?	You can only use this account for overseeing the estate of someone who has died.
Can you have a joint account?	If you have an Executor Bank Account in the name of more than one executor, any of you will be able to operate the account. This includes having access to Online and Telephone Banking.
What are the account features?	There's no arranged overdraft on this account.

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Savings accounts

You'll find the current interest rates for all accounts on our website, or you can ask us. We explain below when we'll pay interest. Unless we say in the table on the following pages, for all accounts there's a minimum opening amount of £1 and no maximum savings amount.



With our savings accounts you can:

- Access your account through Mobile, Online and Telephone banking, in branch, by post or at a UK Post Office.®



You can't:

- Make payments by debit card or cheque.
- Set up Direct Debits or standing orders.
- Have an overdraft.

Premier MySavings or MySavings

How old do you need to be to hold this account?	7-17
What's the minimum opening deposit?	£10
What happens when you turn 11 or 18?	When you turn 11, we'll open a Premier MyAccount or MyAccount (unless your parent or guardian asks us not to). When you turn 18, we'll convert your Premier MySavings or MySavings account to a Flexible Saver account.

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Premier MySavings or MySavings continued

What are the account conditions?	If you have a Premier MySavings account, your parent, legal guardian or grandparent must also be an HSBC Private Banking or HSBC Premier customer. If they no longer have one of those accounts, we'll convert your account to a MySavings account. When you open the account, you and the parent or guardian linked to the account may need to sign a document called an 'Authorised Adult Mandate'. We will tell you if this needs to be done. This third party document gives your parent/legal guardian certain rights. They can do things like update your address on your behalf. We may disclose information about your accounts to anyone named in the 'Authorised Adult Mandate', or any other parent or legal guardian.
What are the account features?	There is no arranged overdraft on this account.
When do we pay interest?	Monthly.
Can you have a joint account?	No.
How can you make and receive payments?	If you're under 11, we need written authority from your named parent/ guardian for any cash withdrawals or payments of £50 or more. You can't make payments by Direct Debit or standing order, cheque or debit card. If you're 11 or over, you can make and receive international payments (including payments in a foreign currency within the UK). You can only make international payments from the account in branch and using Telephone Banking.

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Flexible Saver

When do we pay interest?	Monthly
How can you make and receive payments?	You can pay money into the account and take money out of the account as often as you want. You can make and receive international payments (including payments in a foreign currency within the UK). You can only make international payments from the account in branch and using Telephone Banking.

HSBC Premier Savings

What are the account conditions?	You must have an HSBC Private Banking or HSBC Premier Bank Account to hold an HSBC Premier Savings account.
Can you make international payments?	You can only make international payments from the account in branch and using Telephone Banking.

Regular Saver

Are you eligible?	You must have a 'qualifying current account' which you must hold for the whole of the Regular Saver's fixed term. You can find out whether you have a 'qualifying current account' by visiting hsbc.co.uk/savings/products/regular-saver or by asking us. If, at any time, you don't have a qualifying current account, we'll close your Regular Saver and pay your savings into your current account. We may take any amounts you owe us before we do this. You can only have one Regular Saver at any time in your sole name or jointly with someone else.
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Regular Saver continued

What are the account conditions?	You must pay into the account every month. Each payment must be between £25 and £250. After the first payment into the account, you must make 11 more payments on the same date each month by standing order from a qualifying current account.
What's the maximum monthly balance?	You can save between £25 and £250 each month, up to a Total Account Balance of up to £3,000 by the end of the term. You can only make one payment each month. But if the payment is less than £250, you can carry your allowance over and increase your standing order in later months as long as the total amount paid doesn't go over the Maximum Monthly Savings for that month. The Maximum Monthly Savings amount increases by £250 each month. For example: • Month 1: £250 • Month 2: £500 • Month 3: £750
What's the term of the account?	A fixed term of 12 months.
Can you take your money out before the end of the term?	You can't take part of your balance out – only the whole amount, by closing the account. If you do this, we'll pay you interest up to the date it closes at the Flexible Saver Account rate and pay your money (including any interest) into your current account unless you tell us to pay it somewhere else.
How do we work out and pay interest?	We work out interest each day on the balance and we pay interest yearly, on the anniversary of the date you opened the account. The account should not have more than the maximum monthly amount within it each month, however if this should happen for any reason then the extra money would accrue interest at the same rate as the Flexible Saver Account. We'll also pay this rate if you close your account before the end of the term.

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Regular Saver continued

When will we send you statements?	We'll send you a statement: • six months after you opened the account; and • when you close your account.
What happens if we close your account?	If we close your account early for any reason, for example, where continuing to provide it means we might break a law, regulation or code - we'll pay interest at the Regular Saver rate until the date we close it.
What happens at the end of the term?	We'll transfer your savings and interest to any instant access savings account, within these terms, you have with us. If you have more than one of these accounts, we'll transfer your money to the one with the best interest rate. If you don't have one of these accounts, we'll convert your Regular Saver to a Flexible Saver or, if you're eligible, an HSBC Premier Savings account. Your savings and any interest will be available five working days after the term ends. You'll earn interest at your new account's rate during that time. If you need access to it while this is happening, call us.

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Fixed Rate Saver bond

How old do you need to be to hold this account?	16
What are the account conditions?	To open this bond, you must have an HSBC UK current or savings account (that isn't an ISA or Regular Saver).
What's the term of the account?	When you open the bond, we agree how long you want to hold the bond for (your 'fixed term').
When will we send you statements?	We'll provide a statement once a year, or on maturity if the term is less than 12 months.
What's the minimum and maximum you can put into your bond?	You must put at least £2,000 into the bond, with a maximum of £1million.
When should you pay money into your bond?	You'll make one payment when you open the bond, but you can't make any more.
When do we pay interest?	When you open the bond, you decide whether you want us to pay interest once a year or monthly. If your fixed term is less than 12 months, we'll pay interest at the end of the term.
Can you take your money out before the end of the term?	If you're opening a Fixed Rate Saver bond for the first time, there's no cooling-off period. That means you can't change your mind and get your money back without paying an early closure fee after you've opened the Fixed Rate Saver bond. If you're re-investing, you have 14 days from the date you receive confirmation of your re-investment to withdraw your money and close the account without any charges. After this, you can take the full amount out before the end of the term but there'll be an early closure fee. The early closure fee will be the lower of: • the interest earned on your bond, and • a maximum of 90 days' interest.

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Fixed Rate Saver bond continued

What happens when the account is closed?	You can ask us to re-invest the money in your bond when it's closed. If you don't ask us to, we'll transfer your savings and any interest into the HSBC account you made the payment from when you first opened the bond. Ask if you want us to send it to a different HSBC account. If you don't have an HSBC account, we'll hold your money (and any interest) for you until you open an account. You can also ask us to send you a cheque. If the last day of the term isn't a working day, we'll close the account on the next working day. We'll continue to pay interest until that day.
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Online Bonus Saver

What are the account conditions?	To open an Online Bonus Saver, you must be registered for Online Banking. You'll also need to have an HSBC UK current or savings account (that isn't an ISA). You can only access your account through Mobile or Online Banking. If you need to contact us, you must use secure e-message. We'll contact you by post or secure e-message. You can only have one Online Bonus Saver at any time in your sole name.
How can you make payments?	You can send money by CHAPS, or set up a Faster Payment to someone you haven't sent money to before. You must do it through Telephone Banking or at a branch. If it's a branch CHAPS payment, it must be for more than £10,000. You can make and receive international payments (including payments in a foreign currency within the UK). You can only make international payments from the account in branch and using Telephone Banking.

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Savings accounts

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Online Bonus Saver continued

When do we pay interest?	We pay the monthly standard rate on your balance. However, if you don't take money out, or don't close your account, in any month, we'll pay the monthly bonus rate for that month. We'll pay interest into your Online Bonus Saver account. You can ask us to pay interest into another account, but this counts as taking money out of your account. You'll lose the bonus rate if you do.
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Future Saver for Children (no longer on sale)

How can you make payments?	You can't send money outside the UK from the account.
What's a 'bare trust'?	Opening this account creates a 'bare trust'. That means money can be looked after by one person (the trustee) for another person (the beneficiary). If you open the account, you'll be the account holder and trustee, and the beneficiary will be the child you told us you wanted to save for when you opened the account. The money in the account belongs to the beneficiary. However, as trustee, you'll control the account and how much information the beneficiary receives. You can make deposits into the account at any time. You can also make withdrawals, as long as the money is being used for the beneficiary. As trustee, you'll be responsible for passing the savings over to the beneficiary once they reach the age of 18 (or 16 if you live in Scotland).

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).

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