

# We're making changes to our terms

These changes will be effective from 17 November 2019

## We're making changes to our terms

We wanted to let you know we're making some changes to overdrafts and to the terms for our current accounts and savings accounts (including ISAs). It's important you read these documents carefully so you understand the changes. Except where we've told you otherwise, the changes apply from **17 November 2019**.

As we're always looking for ways to make our terms easier to navigate, we'll be combining Personal Banking Terms and Conditions, Charges and Additional Product Terms and Banking Made Easy into one document. We'll also be making changes to make our terms clearer wherever possible.

## Displaying Your Available Balance

When you use an ATM, Online Banking and our Mobile App, you can see your 'Balance' and 'Available Balance'.

Your 'Balance' is exactly that – the balance of your account. That's not changing.

Your 'Available Balance' takes into account any pending payments, for example, when you use your debit card to buy goods or services and the amount isn't yet showing on your statement, but excludes any cheques that haven't yet cleared. Right now, it also takes into account any arranged overdraft limit (if you have one) but it won't in future. Don't worry, you can still use your arranged overdraft if you need to.

## What do you need to do?

The table opposite explains the package of changes we're making. You should read these carefully.

If you're happy with the changes you don't need to do anything, they'll happen automatically. If you don't accept them, you have the option to close any accounts covered by these terms with no charge. If you want to do this, please contact us before **the date they apply**.

The right to end your agreement and close your account without charge doesn't apply to Regular Saver, Fixed Rate Saver and Online Bonus Saver accounts.

Please bear in mind that if you close your Cash ISA and withdraw your money without transferring it to another ISA provider, you will lose the tax benefit of your account. Also, if you've already made a subscription this tax year you won't be able to subscribe to another cash ISA until the next tax year.

## Where can you find the new terms?

You'll be able to download the new terms (at [www.hsbc.co.uk/legal](http://www.hsbc.co.uk/legal)), pick up a copy in our branches or ask for them to be posted to you from **17 November 2019**.

<b>Overdrafts are changing</b>	
<b>What's changing?</b>	<b>How?</b>
<b>Sending you text alerts about your overdraft</b>	<p><b>Keeping you updated about your overdraft</b> Unless you've asked us not to, we currently send you a message when you go into an unarranged overdraft, or if we can't make a payment for you because there isn't enough money in your account.</p> <p>In future, we'll also do this when you go into your arranged overdraft or any interest free overdraft amount on your account.</p> <p><b>You decide what you want to hear about</b> We won't send you certain messages if you've already asked us not to.</p> <p>You can also:</p> <ul style="list-style-type: none"> <li>◆ ask us to stop sending any of the new alerts at any time; and</li> <li>◆ choose to receive alerts about some of these things and not others.</li> </ul> <p>Our terms will explain this.</p>
<b>Keeping an eye out for financial problems</b>	It's important to remember that overdrafts are for short-term borrowing. If we notice any signs that you might be struggling financially because of how you're using your overdraft, we'll reach out to you to explain the different ways you can get help, including help we can give you.
<b>Other important changes</b>	
<b>What's changing?</b>	<b>How?</b>
<b>CHANGES TO PERSONAL BANKING AND CASH ISA TERMS AND CONDITIONS</b>	
<b>What happens if you've been tricked into sending money to a fraudster on or after 28 May 2019</b>	<p><b>What does 'tricked into sending money to a fraudster' mean?</b> It means that you:</p> <ul style="list-style-type: none"> <li>◆ intended to send money to a particular person, but you were tricked into sending money to someone else; or</li> <li>◆ sent money to someone for what you thought was a genuine purpose, but which was actually fraudulent.</li> </ul> <p><b>Telling us about unusual or incorrect transactions</b> For most transactions, you'll need to tell us within 13 months of the date of the transaction or you won't have a right to a refund.</p> <p>We're updating our terms to make it clear that if you've been tricked into sending money to a fraudster there's no time limit for reporting this to us.</p> <p><b>Giving you a refund</b> If you've been tricked into sending money to a fraudster on or after 28 May 2019, we'll look into this once you've told us about it. We'll apply industry standards and let you know whether or not you're entitled to a full or partial refund. This will usually be no later than 15 working days after the day you told us, but may take longer in exceptional circumstances.</p> <p>If you're entitled to a refund, we'll give this to you without delay.</p> <p><b>When you won't get a refund</b> You won't get a refund if, taking into account the circumstances when the payment was made, we find you should've known you were sending money to a fraudster.</p>
<b>Paying in cash in the Channel Islands or Isle of Man</b>	Our terms set out when cash will be available to you if you pay it in at other banks. We're updating the terms to make it clear that when we say 'other banks', this includes HSBC branches in the Channel Islands or Isle of Man.

What's changing?	How?
<b>How we decide to make payments</b>	<p>When you ask us to make a payment, we check whether you have enough money in your account to make it.</p> <p>We're updating our terms to explain that if there isn't enough money in your account (including any overdraft) to make all your payments after we've made our checks, we may still make some of them but others could be returned unpaid.</p>
<b>Paying cheques into your account</b>	<p>In future, we'll process all pounds sterling cheques as images rather than paper, including where you ask us to pay in a paper cheque at a HSBC UK branch.</p> <p>We're updating our terms to:</p> <ul style="list-style-type: none"> <li>◆ remove references to paper cheques; and</li> <li>◆ let you know that if you're paying in at a branch, the cut-off time is 3.30pm or when the counter service closes if earlier. So if a counter closes at 3pm, that's also the cut-off time.</li> </ul>
<b>Contacting you</b>	<p>If you're registered for Online or Mobile Banking, we can contact you through 'My Messages' or 'My Documents'. Our terms currently say we'll email you when we put something new in one of those places. We're updating them to state that we might also let you know in other ways when we post new documents, for example, by sending you a text or other electronic message.</p>

**CHANGES TO CASH ISA TERMS AND CONDITIONS (INCLUDING HELP TO BUY ISA)**

<b>How you can send money from your ISA and the notice you'll receive when we make changes to our agreement</b>	<p><b>Sending money from your ISA</b></p> <p>From <b>17 November 2019</b>, if you have an ISA with us you:</p> <ul style="list-style-type: none"> <li>◆ won't be able to send money from your ISA in a foreign currency or to an account outside the UK; and</li> <li>◆ can only send money to an HSBC UK current account in your name.</li> </ul> <p>If you don't have an HSBC UK current account, you'll be able to send money by CHAPS or Faster Payments to an account in your name with another bank, as long as it's in the UK. Because these changes limit the way you can send money from your account, it won't be classified as a "payment account".</p> <p><b>What this means for you</b></p> <p>In future, where we make changes that aren't to your advantage we may give you less than 2 months' notice of changes to our agreement but we'll give you:</p> <ul style="list-style-type: none"> <li>◆ 14 days' advance notice of any changes that we make to your interest rate; and</li> <li>◆ 30 days' advance notice of any other changes.</li> </ul> <p>If we're reducing the interest rate we pay on an account, we may not give notice if there's less than £100 in the account.</p> <p>We'll update our terms to reflect these changes and to remove any terms that are no longer relevant because the account is not a payment account. For the same reason Third Party Providers (TPPs) will not have access to these accounts.</p>
<b>Transferring you to another ISA</b>	<p>We're updating our terms to make it clear that if we withdraw a type of ISA, we'll transfer you to another ISA we think is appropriate but we'll give you at least 30 days' notice before we do.</p> <p>If you'd rather we didn't make that transfer, you can close your ISA during the notice period or transfer to another ISA manager.</p> <p>It's important to remember that if you choose to close your Cash ISA and withdraw your money without transferring it to another ISA provider, you'll lose the tax benefit of your account. If you've already made a subscription that tax year you won't be able to subscribe to another Cash ISA until the next tax year.</p>

What's changing?	How?
<b>CHANGES TO THE CHARGES AND ADDITIONAL PRODUCT TERMS</b>	
<b>HSBC Bank Account:</b> <b>Eligibility requirements</b>	<b>With effect from 14 September 2019</b> , if you're an HSBC Bank Account customer aged between 24 to 64, you're no longer required to pay in at least: <ul style="list-style-type: none"> <li>◆ £500 each month; or</li> <li>◆ £3,000 every six months.</li> </ul>
<b>HSBC Currency Account:</b> <b>Cash withdrawals</b>	We're updating our terms to make it clear how you can withdraw cash from your HSBC Currency Account.  You can make same day cash withdrawals in specific multiples of Euros or US Dollars under our pre-pack service at HSBC UK branches (subject to availability and specific pre-pack multiple limits). If you want to withdraw cash in other foreign currencies, or if you want to withdraw Euros or US dollars without using the pre-pack service, you'll need to order this using our Travel Money Service. Orders placed before 3pm will be available to collect the next working day. If it's after this time, they'll be available two working days later.
<b>Regular Saver:</b> <b>Clarifying the interest rates that apply if we close your account early</b>	If we close your account early for any reason (for example, where we suspect you've been involved in criminal activity), we'll pay interest at the Regular Saver interest rate until the date we close it.
<b>Premier MyMoney:</b> <b>Account conditions</b>	We wanted to flag that you can now apply for a Premier MyMoney account if your grandparent (not just your parent or legal guardian) is an HSBC Premier or HSBC Jade customer.  If your parent, grandparent or legal guardian stop being eligible for their HSBC Jade or Premier account, we'll convert your account to a MyMoney account.
<b>Other charges, Additional services:</b> <b>Bank draft</b>	We'll be withdrawing our bank draft service and will update our Terms to reflect this.
<b>CHANGES TO THE CHARGES YOU PAY</b>	
<b>Reducing charges for sending money by CHAPS from accounts other than Premier Bank Accounts (including HSBC Jade)</b>	We now charge £17 for sending money within the UK by CHAPS on accounts other than Premier Bank Accounts (including HSBC Jade).
<b>Removing charges for some services</b>	There are no longer any charges for opening an account outside the UK through the International Banking Centre.  We're also removing any charges that currently apply: <ul style="list-style-type: none"> <li>◆ when you ask us for more than one paper statement a month or for an additional copy of your statement; and</li> <li>◆ for using our Travel Money service.</li> </ul>
<b>HSBC Bank Account Pay Monthly:</b> <b>Removing the fee for maintaining the account</b>	If you have an HSBC Bank Account Pay Monthly, you'll no longer be charged £10 per month.

**HSBC UK Bank plc**, registered in England and Wales number 09928412.  
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