

Notice of variation

Personal Banking and Private Banking
Terms and Conditions



We want to simplify the way we communicate with you. So we've re-worked our terms in a way that will hopefully make it easier for you to find what you're looking for.

Why are we changing these terms?

We know it's not always easy to find the terms that apply if you access your accounts via online or mobile banking, or use Global Money. So we've consolidated several different sets of terms into one document that's clearer and easier to understand.

We've also made some changes to how some accounts work and what you can and can't do with them. We've checked to make sure the new terms (and any differences from your current terms) are fair and reasonable.

What are the changes?

We've included a summary of the main differences below:

Relevant section of the terms	What's changed
Digital Services	<p>There's no longer a separate set of terms covering online and mobile banking. Instead, all the relevant terms can now be found in section 3.4 (Our Digital Services). We've also included details of the steps you need to take to stay safe online – you can find these in section 2 (Security).</p> <p>There are no changes to how these services work, but we've also simplified the language to make it easier to understand.</p>
Global Money	<p>You no longer need to accept a separate set of terms to use our Global Money service. The terms covering Global Money can now be found in sections 10.3 and 10.4.</p>
Debit Cards and Cheques	<p>We no longer issue debit cards and chequebooks on HSBC Expat accounts. If you already hold a debit card or chequebook, you can continue to use it for as long as it remains valid. Global Money debit cards are available if you need a new debit card.</p>
Statements	<p>Paper statements on HSBC Expat accounts will now be provided quarterly rather than monthly. You can get information at any time about money coming into or out of your account via Online, Mobile or Telephone Banking.</p>

Eligibility for HSBC Expat	The eligibility criteria for HSBC Expat have not changed, but we've re-worded this section to make it clearer and easier to understand, including how any Underfunding Fee is applied.
Fixed Term Deposit Accounts.	<p>We've removed the list of available currencies. As these change from time to time, please check our website to see what currencies are available.</p> <p>By default, all Fixed Term Deposit Accounts will be automatically renewed at maturity. We've explained how to prevent this happening in the new terms.</p> <p>We've also clarified how our fees for early withdrawals work. It may mean you get back less money than you originally deposited.</p>

When will the changes take effect?

As from 10 November 2023.

Where can you find the new terms?

You can find the new terms on our website here:

<https://www.expat.hsbc.com/legal/#expat-terms-of-business>

To help our environment we're reducing the amount of paper we produce, so we haven't included a copy with this letter. If you need a paper copy of the terms, please call us on +44 1534 616 313 if you are a HSBC Expat Premier customer or +44 1534 616 212 if you are a HSBC Expat Advance customer to request one.

What do you need to do?

If you're happy with the new terms you don't need to do anything.

If you don't agree with the changes you have the option to close your account(s) covered by these terms. If you want to do this, please contact us before 9 November 2023.

Need more information?

If you have any questions about the changes, please contact us via

<https://www.expat.hsbc.com/contact/>

Thank you for banking with us.

Your HSBC Expat Banking Team