

Navigating and managing your accounts

Audio transcript

We've redesigned your accounts list to make it quicker, simpler and more responsive to use, whatever device you're accessing it from.

Your accounts and balances are shown clearly across the screen, along with quick links to some of the most popular services like 'Pay and transfer', 'Manage payees' and 'View statements'.

To manage an account, just select it from the account list and you'll be taken to the account summary.

The account summary shows key information on your individual accounts, as well as different ways to view, manage and search your activity.

Your sort code and account numbers are shown on the left-hand side, along with your IBAN number, which you may need to complete international payments.

On the right you'll see your balance, and overdraft limit if you have one. The 'Manage' menu below will give you options relevant to this particular account.

You'll also see upcoming payments like salary credits and Direct Debits, as well as any recent card payments that are due to be processed.

You can search transactions on your account from up to six years ago, and any upcoming standing orders you may have, though they won't show up if they're due on the day you're making the search.

As well as our quick links, you can find some of the most popular services at the top of the screen. This menu is always available wherever you are in your accounts.

If you do need assistance with your accounts, you can use our live chat function. Once you've finished using your online banking, just remember to always log off.

Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat on our website, visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service, to find out more please get in touch. You can also visit: [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or: [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).

hsbc.co.uk

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