

We're making changes to our terms

These changes will be effective from
31 October 2018

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This is to let you know about some changes we're making to the terms for our personal current, savings accounts (including ISAs) and credit cards. The changes are set out in this booklet and apply from **31 October 2018**. You'll be able to download the new terms (at www.hsbc.co.uk/legal), pick up a copy in our branches or ask for them to be posted to you from **31 October 2018**.

What's changing

For our current accounts, we're making some changes that don't affect how your account works or our terms but bring us in line with new rules designed to make sure all banks use similar language consistently, eg we now say 'sending money outside the UK' instead of 'international payments or transfers'. You can find more details about the new language we're using on our website from **31 October 2018**.

We're also taking this opportunity to continue shortening our terms and to make a few changes set out below. As part of these changes, our ISA terms can now be found in one document, so you have the key information you need in one place.

Jade by HSBC Premier

We're rebranding Jade by HSBC Premier. Going forward this will be known as HSBC UK Jade. Don't worry, your HSBC Premier Bank Account is still the same but we're making some changes to the benefits offered with HSBC UK Jade.

If you already have a HSBC Premier World Elite™ MasterCard® Credit Card and you then become a HSBC UK Jade member, we currently refund the part of the card fee that you've paid, for the current year before you upgraded. In future, we'll no longer make partial refunds in these circumstances.

If you become a HSBC UK Jade member and you then apply for (or renew) a HSBC Premier World Elite™ MasterCard® Credit Card, we'll continue to refund the card's annual fee. That's not changing.

What do you need to do?

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 (excluding our Fixed Rate Saver and Regular Saver Account). If you want to do this, please contact us before **31 October 2018**.

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 have already made a subscription this tax year you will be unable to subscribe to another cash ISA until the next tax year.

What's changing?	How?
CHANGES TO TERMS FOR CURRENT ACCOUNTS AND SAVINGS ACCOUNTS (INCLUDING ALL CASH ISAs)	
Payments into your account	In future, we won't be able to accept a cash payment from anyone but the account holder over the counter at HSBC branches. We'll update our terms to reflect that.
Payments out of your account	<p>When you ask us to make payments on a particular day, we'll check if you have enough money in your account to make them all. When we're working out if you have enough money to make a payment, we'll include everything that's due to come out of your account that day (but won't take account of automatic transfers set-up between your accounts).</p> <p>We're making it clearer that on the day you've asked for a payment to be made, you'll need to make sure you have enough money in your account by:</p> <ul style="list-style-type: none"> ◆ 1.30pm for cheque payments ◆ 3.30pm for all other types of payment. <p>If there isn't, we may not be able to make it.</p> <p>We won't make a payment out of your account if we believe it's reasonable not to eg it might cause us to breach a legal requirement. We'll update our terms to include some other reasons eg if another person/company may have a claim over the money.</p>
The details we need to make payments	<p>To comply with new rules designed to protect customers from bank transfer scams, we're making some changes to the information we ask for when you make a payment.</p> <p>Currently, we only check that the account number and sort code you provide matches the account you're paying. In future, we may also ask you for the name of the account holder so it can be confirmed.</p>
CHANGES TO TERMS FOR CURRENT ACCOUNTS	
Direct Debits and standing orders	We're explaining that we'll cancel a Direct Debit or standing order if you haven't used it for 13 months.
CHANGES TO TERMS FOR BANK ACCOUNTS AND BANK ACCOUNT PAY MONTHLY	
Conditions for having an account	<p>To be eligible for our Bank Account and Bank Account Pay Monthly, you have to pay £500 or more into your account each month if you're aged 24 to 64.</p> <p>In future, customers in that age group will have to pay either £500 or more each month or at least £3,000 every six months.</p>
CHANGES TO TERMS FOR HSBC PREMIER BANK ACCOUNTS	
Conditions for having an account	To be eligible for a HSBC Premier Bank Account you have to meet certain conditions. One of these is that you have an annual personal income of £100,000 and hold certain products with HSBC in the UK. We're updating our terms to reduce this from £100,000 to £75,000.
CHANGES TO TERMS FOR APPOINTEE BANK ACCOUNTS	
The amount you can have in your account	Currently, if you have an Appointee Bank Account you can have a maximum of £3,500 in your account at any time. In future, this cap won't apply.

CHANGES TO TERMS FOR ALL CREDIT CARDS	
When we can remove your introductory and promotional rates	We'll be able to remove any introductory and promotional rates that may apply to your card in future if you're late in making your minimum payment in any month.
Balance transfers and money transfers	We're making it clear that the same standard rate will apply for money transfers and balance transfers, and we'll tell you the charges that apply separately.
When we can cancel or suspend your use of your account	We regularly review accounts to make sure they're operating as intended and still suitable for your personal circumstances. Credit cards aren't designed for long-term borrowing so where you've paid more in interest, fees and charges than you've repaid (aka 'persistent debt') for two 18-month periods in a row, and you haven't responded to or been able to meet our requests to increase your repayment amounts, we're adding a right to cancel or restrict the account but we'll always write to you to explain what's happening before we do.
Tax obligations	We're adding some wording to explain that you're responsible for meeting your tax obligations.
OTHER CHANGES YOU NEED TO KNOW ABOUT	
E-wallets	We're simplifying the terms that cover using your debit card in an e-wallet. It might seem obvious but we're also clarifying that we aren't responsible for any equipment, software, documentation etc. from other providers and that their terms and conditions don't affect your relationship with us.

HSBC UK Bank plc, registered in England and Wales number 9928412. Registered office 1 Centenary Square, Birmingham B1 1HQ.

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