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## HSBC AUSTRALIA ENTERS ATM ACCESS AGREEMENT WITH WESTPAC

HSBC Bank has reached an agreement with Westpac Banking Corporation to allow HSBC customers access to over 1,700 Westpac ATMs free of direct charges<sup>1</sup> under new ATM industry arrangements.

HSBC's new arrangements will come into effect from 3 March 2009 as reform is introduced across Australia's ATM system aiming to give customers greater visibility of the fees associated with using ATMs.

Under new ATM industry arrangements, ATM operators may directly charge cardholders if the ATM they are using is outside of their financial institution's network. The direct charge that applies will be disclosed before a transaction is completed, allowing the cardholder to opt out of the transaction if they do not wish to pay the charge.

HSBC will not apply a foreign ATM fee to customers when they transact with other networks.

Graham Heunis, Head of Personal Financial Services for HSBC Bank Australia, said: "The new ATM industry arrangements aim to give banking customers greater visibility of the fees charged for ATM use. To ensure HSBC continues to deliver both value and convenience to our customers we're pleased to partner with Westpac, giving customers access to an even larger ATM network, with over 1,800 HSBC and Westpac machines in convenient locations suited to our customer profile."

*ends/more*

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### **Notes to editors**

#### **Footnotes**

<sup>1</sup> The fee may be referred to as an ATM Operator fee, an ATM Owner fee, a direct charge, a surcharge or similar.

#### **HSBC Bank Australia**

In Australia, the HSBC Group offers an extensive range of financial services through a network of 35 branches and offices. These services include personal and commercial financial services, financial planning, trade finance, treasury and financial markets, payments and cash management and securities custody. Principal HSBC Group members operating in Australia include HSBC Bank Australia Limited (ABN 48 006 434 162) and The Hongkong and Shanghai Banking Corporation (ABN 65 117 925 970). HSBC is marketed worldwide as 'the world's local bank'.

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News Release