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HSBC SUPPORTS EXPANDED PRINCIPLES ON HARDSHIP

HSBC Bank Australia has announced it will support the expanded principles on hardship agreed by the Australian Federal Government and the Australian Bankers' Association.

Graham Heunis, Head of Personal Financial Services at HSBC Bank Australia said, "We understand that our customers' circumstances may change from time to time, causing them to have difficulty meeting their financial obligations and HSBC has a comprehensive range of initiatives to support those customers facing temporary periods of financial hardship.

"We are pleased to extend these initiatives to align with the set of common principles on hardship proposed by the Government and the ABA."

HSBC customers who find themselves in financial hardship, or who would like to know more about HSBC's hardship support policy, can call toll free 1300 555 988.

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Notes to editors

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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