

Notice of Change for:

- ▶ Personal Savings and Deposit Accounts PDS
- ▶ HSBC Serious Saver PDS
- ▶ HSBC Small Business Deposit Accounts PDS
- ▶ HSBC Home and Investment Property Loans Booklet of Terms and Conditions
- ▶ HSBC Premier Foreign Currency Savings Account & HSBC Premier Children's Savings Account Supplementary PDS
- ▶ Personal Financial Services Charges - Your Guide

Effective 1 March 2010.



The world's local bank

I. Personal Savings and Deposit **Accounts PDS**

All references to the telephone number 1300 308 880 are replaced with 1300 308 008.

In each of the Product Schedules except Multi Currency Account – Statements of Account is deleted and replaced with:

Statements of Account – Will be provided once every six months, unless you request they be provided more frequently. In the event HSBC determines that your Account is an Inactive Account then Statements of Account will return to being provided once every six months regardless of any prior request for more frequent Statements of Account.

In the Multi Currency Account Product Schedule, Statements of Account is deleted and replaced with:

Statements of Account – will be provided once every six months, unless you request they be issued more frequently. Although separate Accounts will be maintained for each currency in which funds are held, a single Statement of Account will be issued reflecting all HSBC's Multi Currency transactions for all currencies in which Account(s) are held. In the event HSBC determines that your Account is an Inactive Account then the Statements of Account will return to being provided once every six months regardless of any prior requests for more frequent Statements of Account.

In the "Our Accounts at a Glance" table on pages 4 and 5:

1. add the words "other Visa Debit Transactions" to the "Available access"

row for Online Savings, Savings Cheque and Cash Management Accounts;

2. insert new footnote “†” which reads “HSBC ATM Card or Visa Debit Card required”;
3. add the footnote “†” after each reference to “ATM” or “EFTPOS”;
4. insert new footnote “††” which reads “Visa Debit Card required”;
5. add the footnote “††” after each reference to “other Visa Debit Transactions”.

In the “How deposits and withdrawals can be made” schedule for Online Savings, Savings Cheque, Cash Management and HSBC Premier and PowerVantage Cash Management Accounts replace the the table and notes with:

	Deposit	Withdrawal
In person at HSBC branches	✓	✓
By Internet Banking	✓	✓ ¹
By Phone Banking	✓	✓ ²
By BANK@POST™	✓ ⁴	✓ ³
By periodic payment from another Account with us	✓	✗
By periodic payment from an account with another bank	✓	✗
By automatic direct deposit (eg. from your salary)	✓	✗
By direct credit	✓	✗
By writing a cheque against the Account	✗	✓
By giving written instructions to us to make regular payments to third parties on your behalf (periodic payments)	✗	✓
EFTPOS [†]	✗	✓ ³
ATM (HSBC and other bank ATM) [†]	✗	✓ ^{3,5}
Other VISA® Debit Transactions ^{††}	✗	✓ ⁶
By direct debit	✗	✓

Withdrawals of Available Funds can be made by you or any Authorised Signatory.

Notes

1. Including BPAY® Payments. BPAY® Payments made after 4pm Friday, Sydney (AEST) will not be processed until Monday morning
 2. Either automated (including BPAY® Payments) or staff assisted
 3. Daily Card Limit applies
 4. Allow up to 10 working days for cheques to be cleared and the funds credited to your account
 5. ATMs outside Australia: VISA Debit Cards may be used at ATMs displaying the VisaPLUS logo; HSBC ATM Cards may be used at ATMs displaying the Maestro or Cirrus logos
 6. Daily Visa Debit Purchase Limit applies
- † HSBC ATM Card or VISA Debit Card required
- †† VISA Debit Card required

In the Foreign Currency Savings/Savings Cheque Account Product Schedule the new currency New Zealand Dollar is added to the table with a minimum opening deposit of 10,000.

At p23 and p24 – Replace the contents of Phone Banking Service with the following:

A telephone instruction and information service is made available by HSBC's Direct Service Centre 24 hours, 7 days a week, every day of the year.

It is a fast and efficient way to do all your banking – all you need is a phone, your

PBN or Account number and your Phone Banking PIN to:

- ▶ Check your Account balances including:
 - Cheque and savings account balances
 - Loan balances
 - Term deposit balances
- ▶ Receive transaction information including:
 - Recent transactions
 - Request a copy of an interim Statement of Account
 - Enquire about the status of a cheque
 - Stop or cancel a cheque
- ▶ Make transfers and payments including:
 - Transfer between your own HSBC Accounts
 - Pay bills displaying the Bpay[®] symbol
 - Make loan repayments
 - Transfer funds to other HSBC Australia accounts
- ▶ Rate enquiries and term deposit services including:
 - Foreign exchange rate enquiries
 - Term deposit rate enquiries
 - Renew or change your maturity instructions for your term deposits

- ▶ Other services including:
 - Change your Phone Banking PIN
 - Order a cheque book
 - Request forms and product information
 - Change your personal details
 - Contact staff
 - Amend and delete electronic standing order payment instructions in relation to any Account
 - Place an order for the purchase or sale of foreign currency which is to be transferred between Accounts
 - Select or de-select specific accounts to be linked to the Internet Banking Service, on certain conditions

The Phone Banking Service features may change from time to time.

At p26 – Replace the contents of Visa Debit Card with:

Gives you access to up to 2 of your HSBC Accounts.

The following transactions can be performed by using your Visa Debit Card and PIN to access an Account:

- ▶ Cash withdrawals at an ATM
- ▶ Cash withdrawals using EFTPOS and selecting the “SAV” (savings) or “CHQ” (cheque) button on the keyboard
- ▶ Purchases of goods and services using EFTPOS

- ▶ Obtain the balance on an Account
- ▶ Deposit funds at Australia Post Offices using the Bank@Post™ service
- ▶ Other Visa Debit Transactions using your 16-digit Visa Debit Card number.

In Australia, the Visa Debit Card can be used to:

- ▶ withdraw cash using EFTPOS wherever the “EFTPOS” or “Bank@Post™” signs are displayed; and
- ▶ purchase goods and services using EFTPOS wherever the “EFTPOS”, “Visa” or “VisaPLUS” signs are displayed.

The Visa Debit Card can be used in Australia or overseas at any HSBC ATM, any ATM of an HSBC Group member bank or wherever the “Visa” or “VisaPLUS” signs are displayed.

References elsewhere in this PDS to a Visa Debit Card include HSBC Premier Debit Cards.

At p29 – Replace the contents of Withholding Tax with:

If you are an Australian resident you may, but are not obliged to, provide HSBC with your Tax File Number (TFN) or Australian Business Number (ABN). If you do not provide your TFN or ABN, HSBC must withhold tax calculated at the top marginal tax rate applicable to Australian resident individuals plus 1.5% Medicare Levy from the interest and remit the withheld amount to the Australian Taxation Office.

If you are not an Australian resident, HSBC must withhold tax at the non-resident

withholding tax rate (10.00% at the date of this PDS) from the interest and remit the withheld amount to the Australian Taxation Office.

At p32 – Replace the first paragraph of the Introduction with:

This section of this PDS sets out the rights, terms, conditions and obligations attaching to the Accounts and forms a contract between you and HSBC and the electronic access methods available on the Accounts (as set out in the Product Schedules).

At p33 – Replace the definition of Account with:

“**Account**” means each of the following:

- ▶ Online Savings Account
 - ▶ Savings Cheque Account
 - ▶ Multi Currency Account
 - ▶ Term Deposit Account
 - ▶ Cash Management Account
 - ▶ HSBC Premier Cash Management Account
 - ▶ PowerVantage Cash Management Account
- or another type of Account offered by HSBC as the context requires. For the purposes of a Multi Currency Account, an Account also consists of the Control Account and Sub-Account(s) opened or to be opened by you with the HSBC.

At p33 – Insert the definition:

“**HSBC ATM Card**” means the Card issued to the User by HSBC for use in

accordance with the relevant section of this PDS titled "**Payment Methods**".

At p34 – Replace the definition of Facsimile Instructions with:

"Facsimile Instructions" means any instructions or directions relating to the operation of your Accounts which are provided to us by you and/or your Authorised Signatory by telefax machine. If you have an existing Account with us, it includes any Account Opening Document in respect of any further Account you may wish to open.

At p34 – Replace the definition of GST with:

"GST" means the Goods and Services Tax imposed by the GST Law, or any similar tax and any related interest, penalties, fine or other charges.

At p34 – Insert the definition:

"GST Law" has the meaning given to that term in A New Tax System (Goods and Services Tax) Act 1999 (Cth).

At p34 – Insert the definition:

"Inactive Account" means an Account where no transaction (excluding any bank charges or interest paid) is made during your previous Statement of Account cycle.

At p34 – Insert the definition:

"Visa Debit Card" means the Card issued to the User by HSBC for use in accordance with the relevant section of this PDS titled "**Payment Methods**".

At p35 – Joint Accounts

Delete the reference to "or EFTPOS" in paragraph (c).

At p46 – Closing an Account

In the second paragraph replace the words “cut in half for your protection” with “cut diagonally in half, through the magnetic stripe and through any embedded chip”.

At p47 – Inactive Accounts

Replace the contents of the first paragraph with:

If an Account becomes an Inactive Account for a period greater than twenty-four months, we reserve the right to close or block the Account without any notice to you.

At p52 – Insert the following definitions:

Daily Card Limit means the Daily Card Limit as set out in the section of this PDS titled “**Daily Card Limits**”.

Daily Visa Debit Purchase Limit means the total maximum that may be accessed on any one day for a Visa Debit Transaction as set out in the section of this PDS titled “**Daily Card Limits**”.

Daily Withdrawal Limit means in respect of transactions using your HSBC ATM Card or your Visa Debit Card, inclusive of any ATM Operator Fees, the total maximum withdrawal from your relevant Account that may be obtained with the Card through:

- an ATM; or
- an EFTPOS transaction using a Visa Debit Card where the “SAV” (“savings”) or “CHQ” (“cheque”) key is selected on the EFT Terminal;

- an EFTPOS transaction using an HSBC ATM Card, as set out in the section of this PDS titled “**Daily Card Limits**”.

At p53 – Replace the definition “PIN” with:

PIN means the Personal Identification Number used as an access code supplied to a User by HSBC for accessing a Service or executing instructions via a Service.

At p54 – Agreed Limits

Delete the second, third, fourth and fifth paragraphs.

At p54 – Daily Limits for Electronic Banking

Replace the contents of the first column of the third row with:

- Transfer between EFT Accounts and third party HSBC accounts; and
- accounts you may have with another HSBC entity or other financial institutions.

At p55 and p56 – Replace the contents of Telegraphic Transfers with:

Where you request an outward Telegraphic Transfer (TT) to be effected from an Account, you acknowledge and agree that the following applies:

In the absence of any specified instructions to the contrary, HSBC may either effect a TT in the currency of the country in which payment is to be made or in our sole discretion, choose not to effect the TT until further instructions are obtained from you in which case, HSBC will not be responsible for any loss or delays which you may suffer.

Depending on your instructions, we may be required to use intermediaries in order to effect a TT on your behalf. These intermediaries may levy fees and charges in addition to those levied by us. A beneficiary's bank may also levy fees and charges. Unless you provide instructions to the contrary, all charges incurred outside Australia are for the account of the beneficiary.

We reserve the right to draw any TT on a different place from that specified by you if operational circumstances so requires.

Payment requests delivered to HSBC (in any form including electronically or otherwise) are subject to cut off times. These cut off times vary depending on the geographical location of the destination and are subject to change from time to time. A list of cut off times is available from us on request.

Any requests received by us within the cut off time for the relevant currency, will be processed on the requested value date so long as they are in a form acceptable to us. However, while we will remit your funds on value date, we cannot confirm the actions of the receiving bank nor guarantee that the funds will be received by the beneficiary on the same day. Funds sent by TTs will usually be received by the beneficiary bank within 48 hours from the time the TT is processed. We will not be liable for any delays in processing by the beneficiary bank.

Any requests received by us after the cut off times for the relevant currency, will not be processed on the same day.

Where we are unable to provide a firm exchange rate quotation at the time of your request for a TT, we will provide you with a provisional exchange rate. However, we will effect a TT on the basis of our actual selling rate for the relevant currency against the AUD (or another currency in which your account is denominated where applicable) at the time of processing the TT. The applicable amount will be debited from your Account at the time the TT is processed.

TTs are dispatched entirely at your own risk.

We are at liberty to send any TT either literally or in cipher and we accept no responsibility for any loss, delay, error, omission or mutilation, which may occur in the transmission of any message or for its misinterpretation when received.

You may only cancel or amend a TT if we agree in our absolute discretion.

In effecting a TT from an Account, we may be required by law or other rules, policies or guidelines by which we are bound, to disclose certain information which we hold about you to the beneficiary and/or the beneficiary's bank or intermediary service providers in the course of effecting the payment, and by requesting us to perform the TT, you consent to our disclosure of your information.

Where you receive an inward payment into your Account by way of TT and that payment is made in a foreign currency, we will convert.

At p57 – Daily Card Limits

The following paragraphs are inserted before the heading "overseas transactions":

Daily Card Limits

You must not use an Access Method to withdraw funds in excess of the Account balance. If the Account balance is exceeded without our approval, you must immediately repay the excess and the terms relating to Overdrawn Accounts will apply to your Account.

We will advise you separately of any other transaction limits that might apply.

Merchants, our agents and other financial institutions may impose their own restrictions on the amount of funds that may be withdrawn, paid or transferred.

Daily Withdrawal Limit

Your Daily Withdrawal Limit is:

- (a) where your Card is an HSBC Premier Debit Card or HSBC Premier ATM Card – AUD\$2,000.00;
- (b) where your Card is not an HSBC Premier Debit Card or HSBC Premier ATM Card – AUD\$1,000.00;
or
- (c) where the Card holder is a minor – AUD\$100.

Daily Visa Debit Purchase Limit

Your Daily Visa Debit Purchase Limit is:

- (a) where your Card is an HSBC Premier Debit Card – AUD\$10,000.00;
- (b) where your Card is not an HSBC Premier Debit Card – AUD\$10,000.00; or
- (c) where the Card holder is a minor – AUD\$500.

At p57 – Replace the contents of Overseas transactions with:

Withdrawals made using a Card in an overseas country are subject to fees. The fees may change from time to time at HSBC's discretion. The Account in Australia will be debited with the amount of the overseas withdrawals at the prevailing foreign exchange rates, as determined by the relevant member of the HSBC Group or by HSBC's agents on the day of conversion to Australian currency.

The use of a Card in an overseas ATM or EFTPOS terminal displaying the Visa, Visa PLUS, Cirrus or Maestro logos (as applicable) is governed by the regulations of the country in which the service is used and by these Terms and Conditions.

Transactions with a Visa Debit Card are converted from the currency of the transaction to the Australian Dollar equivalent as at the date they are processed. If you use your Visa Debit Card and/or HSBC ATM Card for purchases including online purchases or withdrawals from ATMs in an overseas country, we will charge fees as advised in our booklet "**Personal financial services charges - your guide**". All transactions are listed on your Statement of Account in the currency of the transaction and the Australian Dollar equivalent.

At p63 – Cancellation and return of Cards

In the second, third and fourth paragraphs replace the words "cut in half for your protection" with "cut diagonally in half, through the magnetic stripe and through any embedded chip".

II. HSBC Serious Saver PDS

All references to the telephone number 1300 308 880 are replaced with 1300 308 008.

In the Product Schedule – Statements of Account is deleted and replaced with:

Statements of Account: Will be provided once every six months, unless you request they be provided more frequently. In the event HSBC determines that your Account is an Inactive Account then Statements of Account will return to being provided once every six months regardless of any prior request for more frequent Statements of Account.

At p6 – Replace the contents of Phone Banking Service with:

A telephone instruction and information service is made available by our Direct Service Centre 24 hours, 7 days a week, every day of the year.

It is a fast and efficient way to do all your banking — all you need is a telephone, your PBN or Account number and your Phone Banking PIN to:

- ▶ Check your Account balances including:
 - cheque and savings Account balances
- ▶ Receive transaction information including:
 - recent transactions
 - request an interim Statement of Account.
- ▶ Make transfers and payments including:
 - transfer between your Account and your Nominated Account

- ▶ Rate enquiries and term deposit services including:
 - foreign exchange rates enquiries
 - term deposit rates enquiries
- ▶ Other services including:
 - change your Phone Banking PIN
 - request forms and product information
 - change your personal details
 - contact staff
 - amend and delete electronic standing order payment instructions in relation to any Account
 - select or de-select specific Accounts to be linked to Internet Banking Service, on certain conditions

The Phone Banking Service features may change from time to time.

At p8 – Replace the contents of Withholding Tax with:

If you are an Australian resident you may, but are not obliged to, provide HSBC with your Tax File Number (TFN) or Australian Business Number (ABN). If you do not provide your TFN or ABN, HSBC must withhold tax calculated at the top marginal tax rate applicable to Australian resident individuals plus 1.5% Medicare Levy from the interest and remit the withheld amount to the Australian Taxation Office.

If you are not an Australian resident, HSBC must withhold tax at the non-resident withholding tax rate (10.00% at the date of this PDS) from the interest and remit the withheld amount to the Australian Taxation Office.

At p9 – Account opening

Third paragraph is changed to:

Your Nominated Account needs to be in the same name as your new Account. If your Nominated Account is in two names then your new Account needs to be in these two same names.

At p13 and 14 – Replace the contents of Statements of Account with:

We will issue you with a Statement of Account at the frequency specified in the Product Schedule or as otherwise requested by you and agreed by us.

Statements of Account will not be provided more than once every six months for Inactive Accounts.

For the purposes of identifying errors and ensuring that the Account balance is correct, you must carefully examine all Statements of Account supplied by us and promptly advise us in writing of any error contained in a Statement of Account.

At p15 – Replace the contents of the first paragraph with:

If an Account becomes an Inactive Account for a period greater than twenty-four months, we reserve the right to close or block the Account without any notice to you.

At p28 – The following is added before “Commissions”:

Facsimile Instructions and Indemnity

If you provide us with Facsimile Instructions you agree, so far as it is permissible by law and the EFT Code:

- a) that all risks of unauthorised instructions of fraud lie with you and are not borne by us;
- b) you agree to indemnify us and hold us harmless against any and all claims which you or any third party may have against us for any damage, loss, cost or expense which you or that a third party may suffer or incur (whether directly or indirectly and whether foreseeable or not) as a result of or in connection with:
 - ▶ us acting upon any instructions sent by facsimile purporting to be from you or persons authorised by you from time to time;
 - ▶ us not acting upon any instructions sent by facsimile purporting to be from you; or
 - ▶ persons authorised by you from time to time;

where we (in our subjective determination) consider or suspect that such instructions may have been fraudulently communicated to us, mistakenly or without authority or contain material omissions or errors. Nothing in these paragraphs shall be construed as requiring us to make enquiries as to the genuineness or validity of an instruction (the "Facsimile Instructions Indemnity");

- c) the Facsimile Instructions Indemnity contained in clause (b) above is subject to us acting upon instructions from persons purporting to be you or persons authorised by you from time to time by notice to us. For the purposes of this paragraph a person shall be

deemed a person authorised by you if you have held out that person to us as a person authorised by you and have not notified us in writing that such person has ceased to be authorised;

- d) if there is any inconsistency with the terms of this Facsimile Instructions Indemnity and the EFT Code and/or our Banking Electronically terms and conditions, the EFT Code will prevail.

At p31– Replace the definition of Account with:

“Account” means HSBC Serious Saver or another type of Account offered by HSBC as the context requires.

At p32 – Insert the definitions:

“Facsimile Instructions” means any instructions or directions relating to the operation of your Account, which are provided to us by you or your Authorised Signatory by telefax machine. If you have an existing Account with us, it includes any Account Opening Document in respect of any further Account you may wish to open.

“GST” means the Goods and Services Tax imposed by the GST Law, or any similar tax and any related interest, penalties, fine or other charges.

“GST Law” has the meaning given to that term in A New Tax System (Goods and Services Tax) Act 1999 (Cth).

“Inactive Account” means an Account where no transactions (excluding any bank charges or interest paid) are made during your previous Statement of Account cycle.

At p33 – Replace the definition of “PIN” with:

“**PIN**” means the Personal Identification Number used as an access code supplied to you by us for accessing the Phone Banking Service.

III. HSBC Small Business Deposit Accounts PDS

All references to the telephone number 1300 308 880 are replaced with 1300 308 008.

In the Small Business Cheque Account and Cash Management Account Product Schedules, Statements of Account is deleted and replaced with:

Statements of Account - Will be provided once every six months, unless you request they be provided more frequently. In the event HSBC determines that your Account is an Inactive Account then Statements of Account will return to being provided once every six months regardless of any prior request for more frequent Statements of Account.

At p14 – Replace the contents of Phone Banking Service with:

A telephone instruction and information service is made available by HSBC’s Direct Banking Centre twenty-four (24) hours, seven days a week every day of the year.

It is a fast and efficient way to do all your banking – all your Delegates need is a phone, their unique PBN or Account number and their Phone Banking PIN to:

Check your Account balances including:

- ▶ Cheque and savings Account balances

- ▶ Loan balances
- ▶ Term deposit balances

Receive transaction information including:

- ▶ Recent transactions
- ▶ Request a copy of a previous statement
- ▶ Stop or cancel a cheque
- ▶ Enquire about the status of a cheque

Make transfers and payments including:

- ▶ Transfer between your own HSBC Accounts
- ▶ Pay bills displaying the BPAY® symbol
- ▶ Make loan repayments
- ▶ Transfer funds to other HSBC Australia Accounts

Rate enquiries and term deposit services including:

- ▶ Foreign exchange rates enquiries
- ▶ Term deposit rate enquiries
- ▶ Renew or change your term deposits

Other services including:

- ▶ Change PIN
- ▶ Order a cheque book
- ▶ Request forms and product information
- ▶ Change your personal details
- ▶ Contact staff
- ▶ Amend and delete electronic standing order payment instructions in relation to any Account

- ▶ Place an order for the purchase or sale of foreign currency which is to be transferred between Accounts
- ▶ Select or de-select specific Accounts to be linked to the Internet Banking Service, on certain conditions

We may change the Phone Banking Service functions from time to time.

At p19 – Replace the contents of Withholding Tax with:

If you are an Australian resident you may, but are not obliged to, provide HSBC with your Tax File Number (TFN) or Australian Business Number (ABN). If you do not provide your TFN or ABN, HSBC must withhold tax calculated at the top marginal tax rate applicable to Australian resident individuals plus 1.5% Medicare Levy from the interest and remit the withheld amount to the Australian Taxation Office.

If you are not an Australian resident, HSBC must withhold tax at the non-resident withholding tax rate (10.00% at the date of this PDS) from the interest and remit the withheld amount to the Australian Taxation Office.

At p21 – Replace the first paragraph of the Introduction with:

This section of this PDS sets out the rights, terms, conditions and obligations attaching to the Accounts and the electronic access methods available on the Accounts (as set out in the Product Schedules).

At p22 – Insert the definitions:

“**Account**” means each of the following:

- ▶ Small Business Cheque Account;
- ▶ Term Deposit Account;
- ▶ Cash Management Account,

or another type of Account offered by HSBC as the context requires.

“**GST Law**” has the meaning given to that term in A New Tax System (Goods and Services Tax) Act 1999 (Cth).

At p22– Replace the definition of Facsimile Instructions with:

“**Facsimile Instructions**” means any instructions or directions relating to the operation of your Accounts which are provided to us by you or your Authorised Signatory by telefax machine. If you have an existing Account with us, it includes any Account Opening Document in respect of any further Account you may wish to open.

At p22– Replace the definition of GST with:

“**GST**” means the Goods and Services Tax imposed by the GST Law, or any similar tax and any related interest, penalties, fine or other charges.

At p23– Insert the definition:

“**Inactive Account**” means an Account where no transactions (excluding any bank charges or interest paid) are made during your previous Statement of Account cycle.

At p36 – Replace the contents of the first paragraph with:

If an Account becomes an Inactive Account for a period greater than twenty-four months, we reserve the right to close or block the Account without any notice to you.

At p38 – The definition of Facsimile Instructions is deleted.

At p39– Replace the definition of PIN with:

PIN means the Personal Identification Number used as an access code supplied to a Delegate by HSBC for accessing the Service or executing instructions via the Service.

At p40 – Daily Limits for Phone Banking

Replace the contents of the first column of the third row with:

- Transfer between EFT Accounts and
- third party HSBC accounts; and
- accounts you may have with another HSBC entity or other financial institutions.

At p41 and 42 – Replace the contents of Telegraphic Transfers with:

Where you request an outward Telegraphic Transfer (TT) to be effected from an Account, you acknowledge and agree that the following applies:

In the absence of any specified instructions to the contrary, HSBC may either effect a TT in the currency of the country in which payment is to be made or in our sole discretion, choose not to effect the TT until further instructions are obtained from you in which case, HSBC will not be responsible for any loss or delays which you may suffer.

Depending on your instructions, we may be required to use intermediaries in order to effect a TT on your behalf. These intermediaries may levy fees and charges

in addition to those levied by us. A beneficiary's bank may also levy fees and charges. Unless you provide instructions to the contrary, all charges incurred outside Australia are for the account of the beneficiary.

We reserve the right to draw any TT on a different place from that specified by you if operational circumstances so requires.

Payment requests delivered to HSBC (in any form including electronically or otherwise), are subject to cut off times. These cut off times vary depending on the geographical location of the destination and are subject to change from time to time. A list of cut off times is available from us on request.

Any requests received by us within the cut off time for the relevant currency, will be processed on the requested value date so long as they are in a form acceptable to us. However while we will remit your funds on value date, we cannot confirm the actions of the receiving bank nor guarantee that the funds will be received by the beneficiary on the same day. Funds sent by TTs will usually be received by the beneficiary bank within 48 hours from the time the TT is processed. We will not be liable for any delays in processing by the beneficiary bank.

Any requests received by us after the cut off times for the relevant currency, will not be processed on the same day.

Where we are unable to provide a firm exchange rate quotation at the time of your request for a TT, we will provide you with a provisional exchange rate. However

we will effect a TT on the basis of our actual selling rate for the relevant currency against the AUD (or another currency in which your Account is denominated where applicable) at the time of processing the TT. The applicable amount will be debited from your Account at the time the TT is processed.

TTs are dispatched entirely at your own risk.

We are at liberty to send any TT either literally or in cipher and we accept no responsibility for any loss, delay, error, omission or mutilation, which may occur in the transmission of any message or for its misinterpretation when received.

You may only cancel or amend a TT if we agree in our absolute discretion. In effecting a TT from an Account, we may be required by law or other rules, policies or guidelines by which we are bound, to disclose certain information which we hold about you to the beneficiary and/or the beneficiary's bank or intermediary service providers in the course of effecting the payment, and by requesting us to perform the TT, you consent to our disclosure of your information. Where you receive an inward payment into your Account by way of TT and that payment is made in a foreign currency, we will convert that payment into \$AUD unless your Account is denominated in that currency.

Fees and charges are payable in respect to your receipt of an inward or request for payment of an outward TT. These are set out in our separate document "**Personal financial services - your guide**".

IV. HSBC Home and Investment Property Loans Booklet of Terms and Conditions

All references to the telephone number 1300 308 880 are replaced with 1300 308 008.

At p3 – Replace the contents of paragraph 1.1.4(b) with:

HSBC ATM Card or VISA® Debit Card linked to your Loan Account, at any HSBC or HSBC Group ATM or at any ATM displaying the “Cirrus”, “Maestro”, “VISA®” or “VisaPLUS” logos (as applicable).

At p4 – Replace the contents of paragraph 1.1.4(i) with:

at any Post Office displaying the BANK@POST™ symbol using an HSBC ATM Card or VISA® Debit Card linked to your Loan Account.

At p10 – In clause 2.3(b) insert the words “or Visa® Debit Card” after HSBC ATM Card.

At p50 – Delete the definition “HSBC ATM Card”.

At p55 – Delete the definition “Visa® Debit Card”.

At p62 – HSBC Offset Savings Account and Deposit Facilities for HOME SMART® Loan Accounts and Home Equity Loan Accounts Fees and Charges.

Replace the International ATM Transaction Fee, International EFTPOS Transaction Fee and International Visa® Debit Transaction Fee with:

Fee	Amount or Method of Calculation	Payable by you
Overseas Transaction Fee	\$4.50	At the time of the transaction but billed monthly.
Foreign Currency Transaction Charge (excluding at HSBC Group ATMs)	2% of the transaction amount	When the transaction occurs

At p72 – Agreed Limits

Delete the second, third, fourth and fifth paragraphs.

At p73 – Daily Limits for Electronic Banking

Replace the contents of the first column of the third row with:

- Transfer between EFT Accounts and
- third party HSBC accounts; and

At p 74 – Replace the contents of Telegraphic Transfers with:

Where you request an outward TT to be effected from an account, you acknowledge and agree that the following applies:

In the absence of any specified instructions to the contrary, HSBC may either effect a TT in the currency of the country in which payment is to be made or in our sole discretion, choose not to effect the TT until further instructions are obtained from you in which case, HSBC will not be responsible for any loss or delays which you may suffer.

Depending on your instructions, we may be required to use intermediaries in order to effect a TT on your behalf. These intermediaries may levy fees and charges in addition to those levied by us. A beneficiary's bank may also levy fees and charges. Unless you provide instructions to the contrary, all charges incurred outside Australia are for the account of the beneficiary.

We reserve the right to draw any TT on a different place from that specified by you if operational circumstances so requires.

Payment requests delivered to HSBC (in any form including Electronically or otherwise) are subject to cut-off times. These cut-off times vary depending on the geographical location of the destination and are subject to change from time to time.

A list of cut-off times is available from us on request.

Any requests received by us within the cut-off time for the relevant currency, will be processed on the requested value date. However, while we will remit your funds on value date so long as they are in a form acceptable to us, we cannot confirm the actions of the receiving bank nor guarantee that the funds will be received by the beneficiary on the same day. Funds sent by TTs will usually be received by the beneficiary bank within 48 hours from the time the TT is processed.

We will not be liable for any delays in processing by the beneficiary bank.

Any requests received by us after the cut-off times for the relevant currency, will not be processed on the same day.

Where we are unable to provide a firm exchange rate quotation at the time of your request for a TT, we will provide you with a provisional exchange rate. However, we will effect a TT on the basis of our actual selling rate for the relevant currency against the A\$ (or another currency in which your account is denominated where applicable) at the time of processing the TT. The applicable amount will be debited from your account at the time the TT is processed.

TTs are dispatched entirely at your own risk.

We are at liberty to send any TT either literally or in cipher and we accept no responsibility for any loss, delay, error, omission or mutilation, which may occur in the transmission of any message or for its misinterpretation when received.

You may only cancel or amend a TT if we agree in our absolute discretion.

In effecting a TT from an account, we may be required by law or other rules, policies or guidelines by which we are bound, to disclose certain information which we hold about you to the beneficiary and/or the beneficiary's bank or intermediary service providers in the course of effecting the payment, and by requesting us to perform the TT, you consent to our disclosure of your information.

Where you receive an inward payment into your account by way of TT and that payment is made in a foreign currency, we will convert that payment into A\$ unless your account is denominated in that currency.

Fees and charges are payable in respect to your receipt of an inward or request for payment of an outward TT. These are set out in either the Letter or Schedule 3 to the Booklet.

At p76 – Daily Card Limits

The following paragraphs are inserted in front of “12. Overseas transactions”:

12. Daily Card Limits

You must not use an Access Method to withdraw funds in excess of the Account balance. If the Account balance is exceeded without our approval, you must immediately repay the excess and the terms relating to Overdrawn Accounts will apply to your Account.

We will advise you separately of any other transaction limits that might apply.

Merchants, our agents and other financial institutions may impose their own restrictions on the amount of funds that may be withdrawn, paid or transferred.

Daily Withdrawal Limit

Your Daily Withdrawal Limit is:

- (a) where your Card is an HSBC Premier Debit Card or HSBC Premier ATM Card – AUD\$2,000.00;
- (b) where your Card is not an HSBC Premier Debit Card or HSBC Premier ATM Card – AUD\$1,000.00; or
- (c) where the Card holder is a minor – AUD\$100.

Daily VISA® Debit Purchase Limit

Your Daily VISA® Debit Purchase Limit is:

- (a) where your Card is an HSBC Premier Debit Card – AUD\$10,000.00;
- (b) where your Account is not an HSBC Premier Debit Card – AUD\$10,000.00; or

(c) where the Card holder is a minor
– AUD\$500.

At p76 and p77 – Replace the contents of Overseas Transactions with:

Withdrawals made using a Card in an overseas country are subject to fees. The fees may change from time to time at HSBC's discretion. The account in Australia will be debited with the amount of the overseas withdrawals at the prevailing foreign exchange rates, as determined by the relevant member of the HSBC Group or by HSBC's agents on the day of conversion to Australian currency.

The use of a Card in an overseas ATM or EFTPOS terminal displaying the VISA®, VisaPLUS, Cirrus or Maestro logos (as applicable) is governed by the regulations of the country in which the Electronic Service is used and by these Terms and Conditions.

Transactions with a VISA® Debit Card are converted from the currency of the transaction to the Australian Dollar equivalent as at the date they are processed. If you use your VISA® Debit Card and/or HSBC ATM Card for purchases including online purchases or withdrawals from ATMs in an overseas country, we will charge fees as set out in Schedule 3 to the Booklet. All transactions are listed on your statement in the currency of the transaction and the Australian Dollar equivalent.

At p77 – Replace the contents of Non HSBC ATM Transactions with:

14. Non HSBC ATM Transactions

Withdrawals or balance enquiry transactions made using a non HSBC Group ATM may be subject to ATM Operator Fees. The ATM Operator Fees are imposed by the ATM owner or operator and will be disclosed at the time of the transaction with the option to discontinue that transaction free of charge. Your account will be debited with the amount of the ATM Operator Fees in addition to any amount withdrawn, or in the case of a balance enquiry, the ATM Operator Fees will appear as a stand alone debit transaction to the account.

At p84 – Cancellation and return of Cards

In the second, third and fourth paragraphs replace the words “cut in half for your protection” with “cut diagonally in half, through the magnetic stripe and through any embedded chip”.

At p88 – Using a Visa® Debit Card

Insert the following paragraphs immediately below the heading:

The VISA® Debit Card can normally be used to obtain goods and services at Merchants (such as shops, vehicle repairers, restaurants and theatres) in Australia and overseas where the VISA® card symbols is displayed.

Users can use the VISA® Debit Card to obtain goods and services through mail order, by telephone, over the internet and by other means accepted by us from time to time, where the Merchant accepts that form of payment.

In each of the Product Schedules – Statements of account is deleted and replaced with:

Statements of account – Will be provided once every month unless you request otherwise. In the event HSBC determines that your account is an Inactive Account then statements will be provided once every six months regardless of any prior request for more frequent statements.

In the “How deposits and withdrawals can be made” schedule for HSBC Offset Savings Account and the deposit facility for Home Smart and Home Equity Loan Accounts replace the table and notes with:

	Deposit	Withdrawal
In person at HSBC branches	✓	✓
By Internet Banking	✓	✓ ¹
By Phone Banking	✓	✓ ²
By BANK@POST™	✓ ⁴	✓ ³
By periodic payment from another Account with us	✓	✗
By periodic payment from an account with another bank	✓	✗
By automatic direct deposit (eg. from your salary)	✓	✗
By direct credit	✓	✗
By writing a cheque against the Account	✗	✓
By giving written instructions to us to make regular payments to third parties on your behalf (periodic payments)	✗	✓
EFTPOS [†]	✗	✓ ³
ATM (HSBC and other bank ATM) [†]	✗	✓ ^{3,5}
Other VISA® Debit Transactions ^{††}	✗	✓ ⁶
By direct debit	✗	✓

Withdrawals of Available Funds can be made by you or any Authorised Signatory.

Notes

1. Including BPAY® Payments. BPAY® Payments made after 4pm Friday, Sydney (AEST) will not be processed until Monday morning
 2. Either automated (including BPAY® Payments) or staff assisted
 3. Daily Card Limit applies
 4. Allow up to 10 working days for cheques to be cleared and the funds credited to your account
 5. ATMs outside Australia: VISA® Debit Cards may be used at ATMs displaying the VisaPLUS logo; HSBC ATM Cards may be used at ATMs displaying the Maestro or Cirrus logos
 6. Daily Visa® Debit Purchase Limit applies
- † HSBC ATM Card or VISA® Debit Card required
- †† VISA® Debit Card required

At p105 – Replace the contents of Telephone Banking Service with:

Telephone Banking Service

A telephone instruction and information service is made available by HSBC's Direct Service Centre 24 hours, 7 days a week, every day of the year. It is a fast and efficient way to do all your banking – all you need is a telephone, PBN or 12-digit account number and your Telephone Banking PIN to:

Check your account balances including:

- cheque and savings account balances;
- loan balances;
- term deposit balances.

Receive transaction information including:

- recent transactions;
- request a copy of an interim statement;
- enquire about the status of a cheque;
- stop or cancel a cheque.

Make transfers and payments including:

- transfer between your own HSBC accounts;
- pay bills displaying the BPAY® symbol;
- make loan repayments;
- transfer funds to other HSBC Australia accounts.

Rate enquiries and term deposit services including:

- foreign exchange rate enquiries;
- term deposit rate enquiries;
- renew or change your maturity instructions for your term deposits.

Other services including:

- change your Telephone Banking PIN;
- order a cheque book;
- request forms and product information;
- change your personal details;
- contact staff;
- amend and delete electronic standing order payment instructions in relation to any account;
- place an order for the purchase or sale of foreign currency which is to be transferred between accounts;
- select or de-select specific accounts

to be linked to the Internet Banking Service, on certain conditions.

The Telephone Banking Service features may change from time to time.

At p107 and p108 – Replace the contents of Visa® Debit Card with:

Gives you access to up to 2 of your HSBC accounts.

The following transactions can be performed by using your VISA® Debit Card and PIN to access an account:

- ▶ Cash withdrawals at an ATM
- ▶ Cash withdrawals using EFTPOS and selecting the “SAV” (savings) or “CHQ” (cheque) button on the keyboard
- ▶ Purchases of goods and services using EFTPOS
- ▶ Obtain the balance on an account
- ▶ Deposit funds at Australia Post Offices using the Bank@Post™ service
- ▶ Other Visa® Debit Transactions using your 16-digit VISA® Debit Card number.

In Australia, the VISA® Debit Card can be used to:

- withdraw cash using EFTPOS wherever the “EFTPOS” VISA® or “Bank@Post™” signs are displayed; and
- purchase goods and services using EFTPOS wherever the “EFTPOS”, “VISA®” or “VisaPLUS” signs are displayed.

The VISA® Debit Card can be used in

Australia or overseas at any HSBC ATM, any ATM of an HSBC Group member bank or wherever the VISA® or “VisaPLUS” signs are displayed.

- ▶ References elsewhere in this Booklet to a VISA® Debit Card include HSBC Premier Debit Cards.

P111 – Replace the contents of Withholding Tax with:

Notwithstanding that it is contemplated no interest should be payable under the HSBC Offset Savings Account, if you are an Australian resident you may, but are not obliged to, provide HSBC with your Tax File Number (TFN) or Australian Business Number (ABN). If you do not provide your TFN or ABN, HSBC must withhold tax calculated at the top marginal tax rate applicable to Australian resident individuals plus 1.5% Medicare Levy from the interest and remit the withheld amount to the Australian Taxation Office.

If you are not an Australian resident, HSBC must withhold non-resident withholding tax (10.00% at the date of this PDS) from the interest and remit the withheld amount to the Australian Taxation Office.

At p113 – Joint Accounts

Delete the reference to “or EFTPOS” in paragraph (b)(i).

At p121 – Closing an account

In the third paragraph replace the words “cut in half for your protection” with “cut diagonally in half, through the magnetic stripe and through any embedded chip”.

At p122 – Inactive Accounts

Replace the contents of the first paragraph with:

If an account becomes an Inactive Account for a period greater than twenty-four months, we reserve the right to close or block the account without any notice to you.

At p135 – Insert the following definitions:

Daily Card Limit means the Daily Card Limit set out in Schedule 4 to this Booklet under the heading “Daily Card Limits”.

Daily Visa® Debit Purchase Limit means the total maximum that may be accessed on any one day for a VISA® Debit Transaction as set out in Schedule 4 to this Booklet under the heading “Daily Card Limits”.

Daily Withdrawal Limit means in respect of transactions using your HSBC ATM Card or your VISA® Debit Card, inclusive of any ATM Operator Fees, the total maximum withdrawal from your relevant Account that may be obtained with the Card through:

- an ATM; or
- an EFTPOS transaction using a VISA® Debit Card where the “SAV” (“savings”) or “CHQ” (“cheque”) key is selected on the EFT Terminal;
- an EFTPOS transaction using an HSBC ATM Card,

as set out in Schedule 4 to this Booklet under the heading “Daily Card Limits”.

At p136 – Delete the definition Facsimile Instructions.

At p136 – Replace the definition GST with:

GST means the Goods and Services Tax imposed by the GST Law, or any similar tax and any related interest, penalties, fine or other charges.

At p136 – Replace the definition HSBC ATM Card with:

HSBC ATM Card means the Card issued to the User by HSBC for use in accordance with the relevant section of this PDS under the heading “Payment Methods”.

At p136 – Insert the definitions:

GST Law has the meaning given to that term in A New Tax System (Goods and Services Tax) Act 1999 (Cth).

Inactive Account means an account where no transactions (excluding any bank charges or interest paid) are made during your previous statement cycle.

At p136 – Replace the definition PIN with:

PIN means the Personal Identification Number used as an access code supplied to a User by HSBC for accessing an Electronic Service or executing instructions via an Electronics Service.

At p137 – Definitions

Change the name of the definition Visa[®] Credit Transaction to Visa Debit Transaction.

At p137 – Replace the definition Visa[®] Debit Card with:

VISA[®] Debit Card means the Card issued to the User by HSBC for use in accordance

with the relevant section of this PDS under the heading "Payment Methods".

V. HSBC Premier Foreign Currency Savings Account & HSBC Premier Children's Savings Account Supplementary PDS

All references to the telephone number 1300 308 880 are replaced with 1300 308 008.

At p3 – Insert the definition:

"Account" means the **HSBC Premier Foreign Currency Savings Account** or another type of Account offered by HSBC as the context requires.

At p3 – Minimum opening deposit:

Replace the existing table with the following table:

<i>Currency</i>	<i>Minimum opening deposit</i>
Hong Kong Dollars	50,000
United States Dollars	10,000
Great Britain Pound Sterling	5,000
Euro	6,000
Canadian Dollars	6,000
New Zealand Dollars	10,000
Singapore Dollars	10,000
Japanese Yen	500,000

At p4 and p11 – The contents of Statements of Account is deleted and replaced with:

Statements of Account - Will be provided once every six months, unless you request they be provided more frequently. In the event HSBC determines that your Account is an Inactive Account then Statements of Account will return to

being provided once every six months regardless of any prior request for more frequent Statements of Account.

At p11 – Insert the definition:

“Account” means the **HSBC Premier Children’s Savings Account** or another type of Account offered by HSBC as the context requires.

At p12 the table and notes are replaced with the following:

How deposits and withdrawals can be made:

	Deposit	Withdrawal
In person at HSBC branches	✓	✓
By Internet Banking	✓	✓ ¹
By Phone Banking	✓	✓ ²
By BANK@POST™	✓ ⁴	✓ ³
By periodic payment from another Account with us	✓	✗
By periodic payment from an account with another bank	✓	✗
By automatic direct deposit (eg. from your salary)	✓	✗
By direct credit	✓	✗
EFTPOS†	✗	✓ ³
ATM (HSBC and non-HSBC ATMs)†	✗	✓ ^{3,5}
Other VISA Debit Transactions††	✗	✓ ⁶

Withdrawals of available funds can be made by you or any Authorised Signatory.

HSBC ATM Cards and VISA Debit Cards are only issued to customers 12 years and above.

Customers aged between 12 and 17 years require parent/guardian approval prior to HSBC issuing a Card.

Notes:

- ^ The Account is available to children of HSBC Premier customers only and as long as their parent or guardian remains eligible for HSBC Premier.
1. Including BPAY® Payments. BPAY® Payments made after 4pm Friday, Sydney (AEST) will not be processed until Monday morning
 2. Either automated (including BPAY® Payments) or staff assisted
 3. Daily Card Limit applies
 4. Allow up to 10 working days for cheques to be cleared and the funds credited to your account
 5. ATMs outside Australia: VISA® Debit Cards may be used at ATMs displaying the VisaPLUS logo; HSBC ATM Cards may be used at ATMs displaying the Maestro or Cirrus logos
 6. Daily Visa Debit Purchase Limit applies
- † HSBC ATM Card or VISA Debit Card required
- †† VISA Debit Card required

At p13 – Replace the contents of Transaction fees: overseas – per transaction with:

International transaction fees:

- Overseas Transaction Fee – nil
- Foreign Currency Transaction Charge – 2% of the total amount of each overseas transaction (excluding HSBC or HSBC Group ATMs).

ATM Operator Fees may be incurred at non-HSBC ATMs.

See section 3.3 of the Personal Financial

Services - Fees and Charges guide for details.

At p15 – Replace the contents of Tax Considerations with:

The summary of taxation considerations in this section is necessarily general in nature and does not take into account specific circumstances of each individual customer. HSBC recommends that you obtain independent taxation advice in respect of your specific circumstances before opening an Account for a child.

Any interest income derived from the HSBC Premier Children's Savings Account should be assessable to you or your child, as the case may be. You are (or your child is) therefore required to declare the interest income derived in the income tax return.

The issue of whether the interest income should be declared in your or your child's income tax return can be summarized as follows:

- If you have control over the dedicated children's savings Account, any interest derived from that Account should be assessable in your hands. Under this circumstance, your TFN should be provided to HSBC when opening the Account for your child in order to avoid TFN withholding tax, which is charged at the maximum marginal tax rate plus the Medicare Levy.

This should typically arise where the dedicated children's savings Account is opened for your child who is between 0 and less than 16 years of age.

- If you have no control over the dedicated children’s savings account (ie the Account is to be used only by your child), any interest derived from that Account should be assessable in the hands of your child. Under this circumstance, your child should provide HSBC with his/her TFN when opening the Account.

This should typically arise where the dedicated children’s savings Account is opened for your child who is between 16 and 25 years of age.

There is no age limit to apply for a tax file number. No TFN withholding issue would arise if the child provides HSBC his/her TFN.

You and your child are not obliged to provide HSBC with a TFN.

More detailed information can be found in the ATO website (www.ato.gov.au).

VI. Personal Financial Services Charges – Your Guide

All references to the telephone number 1300 308 880 are replaced with 1300 308 008.

The Overdraft Arrangement Fee is reduced from \$20.00 plus the daily interest at Excess Rate to \$9.00 plus the daily interest at Excess Rate.

All references to “HSBC ATM Card only” contained in a footnote linked to Bank@Post™ are deleted.

All references to “Transaction fees: overseas – per transaction” are replaced with “International transaction fees – per transaction”

All references to:

- ATM Card
 - ATM
 - EFTPOS
- Visa Debit Card
 - ATM, EFTPOS and online purchases from other countries

Note: An additional overseas transaction charge will be incurred are replaced with:

- Overseas Transaction Fee - ATM, EFTPOS and online purchases from other countries

The Overseas Transaction fee is \$4.50, except for HSBC Premier Customers and Home Value, Home Rewards, Variable Rate, Fixed Rate, Market Linked, Bridging, Residential Construction and Lo-Doc Home Loan customers for whom the Overseas Transaction Fee is nil.

All references to:

- Overseas transaction charge
 - Visa Debit Card 1% of the total amount of each overseas transaction.
 - HSBC ATM Card 1% of the total amount of at a Non HSBC ATM each overseas transaction.
 - EFTPOS 1.1% of the total amount of each overseas transaction.

are replaced with:

- Foreign Currency Transaction Charge 2% of the total amount of each overseas transaction.

At p14 the following fee is added to 1.8 Small Business Cheque Account:

Cash Deposit - per transaction \$0.25

At p24 the Fixed Rate Lock Fee is amended by deleting the words "Fixed Rate is guaranteed for 2 months from the letter of offer issue date".

At p32 – Local currency notes:

Replace the word "deposit" with the words "deposited in to all your accounts".

At p35 – 5.1 Replace the contents of Withholding Tax with:

The following amounts could be withheld by the Bank from recipients of interest derived from sources in Australia:

Amounts withheld from residents of Australia

- Applies to all interest derived by Australian residents from Australian sources.
- Tax File Number (TFN) or Australian Business Number (ABN) not provided: top marginal tax rate applicable to Australian resident individuals plus 1.5% Medicare Levy
- TFN Exemption Certificate not lodged: top marginal tax rate applicable to Australian resident individuals plus 1.5% Medicare Levy
- TFN Exemption Certificate lodged nil
- TFN or ABN provided nil

Amounts withheld from non-residents of Australia

- Applies to all interest derived by non-residents from Australian sources.

- Interest 10%*

- * Tax withheld is a final tax.

Note: Government charges for Stamp Duty and Withholding Tax are applicable in States where HSBC is represented.

At p35 – delete 5.2 Credit Card Duty and its contents.

At p36 – 5.3 Autopay becomes 5.2 Autopay.

