

Supplementary Product Disclosure Statement

HSBC Premier Foreign Currency
Savings Account & HSBC Premier
Children's Savings Account

1 March 2010

This is a Supplementary Product Disclosure Statement which is issued by HSBC Bank Australia Limited ABN 48 006 434 162 AFSL No: 232595 (HSBC), it only applies to HSBC Premier customers, it supplements the Personal Savings and Deposit Accounts Product Disclosure Statement.

This Supplementary PDS (SPDS) is to be read together with the Personal Savings and Deposit Accounts Product Disclosure Statement.

PART A – Part A of this document applies to those HSBC Premier customers who open or wish to open an HSBC Premier Foreign Currency Savings Account.

PART B –. Part B of this document applies to those HSBC Premier customers, or their children, who open or wish to open an HSBC Premier Children’s Savings Account.

Issued by HSBC Bank Australia Limited ABN 48 006 434 162 AFSL No: 232595.

PART A

Supplementary Product Disclosure Statement for the HSBC Premier Foreign Currency Savings Account.

Important information

This Supplementary Product Disclosure Statement ("**SPDS**") has been prepared by HSBC Bank Australia Limited (ABN 48 006 434 162) ("**HSBC**"), in accordance with the financial product disclosure requirements under the Corporations Act 2001 Cth ("**Corporations Act**").

This SPDS has not been lodged with the Australian Securities and Investments Commission ("**ASIC**") and is not required by the Corporations Act to be lodged with ASIC.

ASIC takes no responsibility for the contents of this SPDS.

This SPDS does not take into account your investment objectives, financial situation and particular needs. Nothing contained in this SPDS constitutes the giving of general or personal financial product advice or a recommendation concerning the entry into of any currency conversion transfers.

Before making a decision whether to enter into a currency conversion transfer, HSBC strongly recommends that you obtain your own legal, tax and investment advice, taking into account your particular needs and financial circumstances.

The information in this SPDS is subject to change from time to time and is up to date at the date stated on the cover. Where new information is materially adverse information HSBC will either issue a new PDS or a further SPDS setting out the updated information. Where the new information is not materially adverse information HSBC will not issue a new SPDS to you, but you will be able to find the updated information on our website www.hsbc.com.au or you can call 1300 301 168 You may also request a paper copy of this information from HSBC.

Introduction

Purpose of a Supplementary Product Disclosure Statement

This **SPDS** is an important legal document setting out updated information about the HSBC Premier Foreign Currency Account. The information in this SPDS should assist you to:

- ▶ decide if the product meets your needs; and
- ▶ compare the product with similar products.

If you intend to apply to use this product, please read this SPDS thoroughly, then keep it, together with all other documentation which you receive from HSBC in connection with currency transfers, for future reference.

If you have any questions or need more information, please contact HSBC on: 1300 301 168.

Issuer details

This SPDS is issued by HSBC Bank Australia Limited (ABN 48 006 434 162) (AFSL 232 595) (referred to in this PDS as “HSBC”, “we” or “us”).

Additional information about HSBC and the HSBC group is available at www.hsbc.com.au.

Definitions

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

“HSBC Premier” means the service and product proposition marketed under that title.

Key features and benefits

HSBC Premier customers with cash investments in foreign currencies can benefit from the HSBC Premier preferential interest rates with this product. It gives you immediate access to your funds and is available in major foreign currencies and allows you to transfer money between your HSBC Premier Accounts all around the world.

Minimum opening deposit

Currency	Minimum opening deposit
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

Currencies not listed may be accepted by arrangement.

Maximum deposit – No maximum.

Interest rate – The interest rate is a variable rate and different rates apply to different Account balances. These rates and the level of Account balances to which they apply are set by HSBC and may change at any time. Rates current on the day you receive this PDS are set out in our separate documents **“Personal Australian dollar deposit interest rates”** or **“Personal foreign currency deposit interest rates”**. Current rates are also available by ringing 1300 308 008 or by visiting www.hsbc.com.au at any time.

When is interest credited – Monthly in arrears and on closure of the Account.

Where is interest credited – To your Account.

How deposits and withdrawals can be made:

	Deposit	Withdrawal
In person at HSBC branches	✓	✓ ¹
By Internet Banking	✓	✓ ¹
By Phone Banking	✓	✓ ¹
By contacting an HSBC branch by telephone, facsimile or letter	✗	✓ ¹
By periodic payment from another Account with us	✓	✗

Notes:

¹ Currency conversions between Accounts also available

You may make an unrestricted number of withdrawals on an HSBC Premier Foreign Currency Savings Account in the following manner:

- In Australian Dollars
- In the form of telegraphic transfers
- In demand drafts (bank cheques)

Cash withdrawals in the currency of the Account are restricted to USD and HKD Accounts and are subject to daily maximums of USD1,000 and HKD10,000 respectively unless you give us 24 hours advance notice.

Cash deposits can also be made in HKD or USD, but the deposits must be notes only and must be in multiples of 10 Dollars.

If you are making a payment from a non-HSBC account to your HSBC

Account held in a currency other than AUD then it must be done by Telegraphic Transfer.

If any deposit or withdrawal (subject to restrictions referred to above) is made in a currency different from the currency of the Account, a currency conversion will be made to convert the funds deposited to the currency of the Account at the prevailing rate. A currency conversion fee may apply.

Minimum amount of withdrawal – No minimum amount applies.

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.

HSBC Premier Foreign Currency Savings Account Service fees and charges

- Deposits nil
- Balance enquiries nil
- Withdrawals nil[#]

[#] Via permitted access methods.

General Service Fees and Charges may also apply in addition to the above (see section B of the Personal Financial Services - Fees and Charges guide for details). Outward

telegraphic transfer to your self-named HSBC Accounts in different countries, submitted via HSBC's Internet Banking are not charged.

Significant Benefits and Risks of Accounts Held in Foreign Currency

Benefits

Diversity - A Foreign Currency Account can be opened in a wide range of currencies.

Convenience – You will be able to conduct transactions in the foreign currency in which you hold your HSBC Premier Foreign Currency Savings Account without having to make a currency transfer from Australian Dollars.

Significant Risks

In deciding whether or not to open an Account in a foreign currency you should be aware of the risks set out below. However, this section does not purport to disclose all of the risks associated with currency transfers or transactions involving foreign currencies. HSBC recommends that you obtain independent financial, legal and taxation advice before you enter into currency transfers or transactions involving foreign currencies.

An Account held in a foreign currency may present the following risks:

- ▶ fluctuations in exchange rates may adversely impact on your funds;

- ▶ past performance of a currency is not necessarily an indication of its future performance;
- ▶ due to fluctuations in currency exchange rates, a rate of exchange when you open an Account in a foreign currency may be different from the rate of exchange you may obtain subsequently when carrying out a currency transfer.

A currency transfer or transactions involving foreign currencies made from an Account held in a foreign currency may present the following risks:

- ▶ fluctuations in exchange rates may adversely impact on your funds when converting currencies;
- ▶ past performance of a currency is not necessarily an indication of its future performance;
- ▶ due to fluctuations in currency exchange rates, if a rate of exchange is advised to you on inquiry, it may be different from the rate of exchange that you may obtain subsequently when carrying out a currency transfer;
- ▶ there are time delays in processing transactions during which time the exchange rate may change.

Therefore, you must use your own independent judgment in respect of

currency transfers and not rely on any advice, opinions or data supplied by us.

Operational Risk

Operational risk is the risk of loss from disruptions to internal processes, people and systems or disruptions arising from external events. Disruptions resulting from operational risks may affect the ability of HSBC to price and settle your currency transfer in a timely and accurate manner. This may result in a rate applying to a currency transfer that is less favorable to you.

Closure of Account Risk

HSBC reserves the right to close your Account at any time, for any reason. In the event that your access to, or use of, the HSBC Premier Foreign Currency Savings Account is terminated you will need to make alternate arrangements for any future dated instructions for currency transfers you may have given us. HSBC will not be liable for you not making alternate arrangements.

Counterparty Risk

Performance of a currency transfer will depend on HSBC being ready, willing and able to meet its obligations under the currency transfer. The risk that HSBC is unable to do this is sometimes described as counterparty risk, credit risk or default risk. You should

satisfy yourself that HSBC is capable of meeting its obligations to you under currency transfers.

Costs, Fees and Charges

When you give HSBC instructions to effect a currency transfer, you agree to pay one currency in exchange for another currency. Exchange rates vary depending on a range of factors such as interest rate differentials, economic conditions and government actions.

Although you will not be charged transaction fees by HSBC as an HSBC Premier Customer, other general service fees or charges may apply for related transactional services such as telegraphic transfers of funds. Information about these costs is contained in the product disclosure statement or other document relating to these products or services including our Fees and Charges Guide.

Taxation Considerations

The summary of taxation considerations in this section is necessarily general in nature and does not take into account specific circumstances of each individual HSBC Premier customer. HSBC recommends that you obtain independent taxation advice in respect of your specific circumstances before entering into any currency transfers.

Foreign exchange gains and losses

Transactions (in particular withdrawals) in relation to foreign currency denominated Accounts may give rise to taxable gains or deductible losses. The treatment of these transactions for taxation purposes will depend on your individual circumstances and you should seek appropriate tax advice.

You should be aware of the New Business Tax System (Taxation of Financial Arrangements) Act 2003 (the "Act") introduces foreign exchange tax rules that apply from 1 July 2003. Broadly, this will have a significant impact on the time foreign exchange transaction gains and losses are brought to tax and the measurement of the foreign exchange gains and losses for income tax purposes.

The foreign exchange rules may apply if you:

- ▶ dispose of foreign currency;
- ▶ dispose of a right to receive foreign currency;
- ▶ cease to have a right or obligation to receive foreign currency; or
- ▶ cease to have a right or obligation to pay foreign currency.

The impact of the foreign exchange rules, subject to some exceptions, is generally:

- ▶ if you make a gain from a foreign currency arrangement and part of that gain is attributable to a currency exchange rate fluctuation, that part of the gain is included in your assessable income as a forex realisation gain;
- ▶ if you make a loss from a foreign currency arrangement and part of that loss is attributable to a currency exchange rate fluctuation, that part of the loss is deducted from your assessable income as a forex realisation loss.

Privacy

General Law

HSBC owes you a duty to keep information about you confidential, except in certain situations, such as where disclosure is:

- ▶ compelled by law (eg a disclosure to a court which is required by a subpoena);
- ▶ necessary to protect our interests; or
- ▶ made with your consent; or
- ▶ where we have a duty to the public to disclose.

Commonwealth Privacy Act

If you are a natural person, HSBC is also required to handle your personal information in accordance with the Privacy Act. We are bound

by the National Privacy Principles in that Act, and by other requirements relating to personal credit information.

HSBC Privacy Policy

The HSBC Group's privacy policy explains our approach to privacy. You can get a copy:

- ▶ from our website
www.hsbc.com.au;
- ▶ by asking at any of our branches;
- ▶ by phone: 1300 308 008;
- ▶ by email: privacy@hsbc.com.au;
or
- ▶ by writing to:
The Privacy Officer
HSBC Bank Australia Limited
GPO Box 5302
SYDNEY NSW 2001

Complaints Resolution

Problems and disputes

HSBC is committed to the delivery of excellence through the highest HSBC Premier customer service standards. Whether you are providing feedback, paying a compliment or making a complaint your input is important.

We aim to resolve most issues within five working days. If more complex, it can take longer but we'll keep you informed of progress. If you believe a transaction is

wrong or unauthorised, or there is an error in any confirmation, or if you have any concerns about procedure, compliance issue(s), or have encountered a problem with our service, we want you to tell us about it. We have designed a simple customer complaint process.

If you believe a currency transfer is wrong or unauthorised, please contact us on 1300 301 168 or from **Overseas:** Report to any branch of an HSBC Group member bank or call +612 9005 8187.

If you have another complaint or concern, the first place to make it known is your Relationship Manager, who should be able to resolve your problem.

If your complaint has not been resolved to your satisfaction, please contact our Customer Relations team:

Toll Free: 1300 308 188

Facsimile: 02 9255 2647

Mail: Customer Relations Department
HSBC Bank Australia Limited
Level 11, 580 George Street
SYDNEY NSW 2000

If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may wish to contact an approved external dispute resolution scheme. You may contact the Financial Ombudsman Service by writing to:

Financial Ombudsman Service
GPO Box 3
MELBOURNE VIC 3001
Toll Free: 1300 780 808
Facsimile: 03 9613 6399
Website: www.fos.org.au

or

You can contact the Australian Securities and Investments Commission (ASIC) to find out which industry complaints scheme may be available to assist you to settle your complaint.

Phone: 1300 300 630

However, before an external dispute resolution scheme can investigate a matter, we would like you to give us the opportunity to review it first.

Terms and Conditions

The Terms and Conditions of the HSBC Premier Foreign Currency Savings Account consist of each of the following documents:

1. Part A of this SPDS;
2. HSBC Premier Service Guide; and
3. The Personal Savings and Deposits PDS (page 32 of which under the heading "Introduction" is hereby amended to include the HSBC Premier Foreign Currency Savings Account).

When you apply for or open an HSBC Premier Foreign Currency Savings Account you agree to be bound by each of these.

HSBC warrants that it will comply with the requirements of both the:

1. EFT Code, where those requirements apply to your dealings with it; and
2. The Code of Banking Practice where those requirements apply to your dealings with it.

Where you access this functionality from outside Australia, HSBC's related bodies corporate will apply similar but not exact codes to the transactions conducted via this functionality.

PART B

Supplementary Product Disclosure Statement for the HSBC Premier Children's Savings Account.

Important information

This Supplementary Product Disclosure Statement ("**SPDS**") has been prepared by HSBC Bank Australia Limited (ABN 48 006 434 162) ("**HSBC**"), in accordance with the financial product disclosure requirements under the Corporations Act 2001 Cth ("**Corporations Act**").

This SPDS has not been lodged with the Australian Securities and Investments Commission ("**ASIC**") and is not required by the Corporations Act to be lodged with ASIC.

ASIC takes no responsibility for the contents of this SPDS.

This SPDS does not take into account your investment objectives, financial situation and particular needs. Nothing contained in this SPDS constitutes the giving of general or personal financial product advice. Before making a decision whether to enter into an HSBC Premier Children's Savings Account, HSBC strongly recommends that you obtain your own legal, tax and investment advice, taking into account your particular needs and financial circumstances.

The information in this SPDS is subject to change from time to time and is up to date at the date stated on the cover. Where new information is materially adverse information HSBC will either issue a new PDS or a further SPDS setting out the updated information. Where the new information is not materially adverse information HSBC will not issue a new SPDS to you, but you will be able to find the updated information on our website www.hsbc.com.au or you can call 1300 301 168. You may also request a paper copy of this information from HSBC.

Introduction

Purpose of a Supplementary Product Disclosure Statement

This **SPDS** is an important legal document setting out updated information about the HSBC Premier Children's Savings Account. The information in this SPDS should assist you to:

- ▶ decide if the product meets your needs;
- ▶ decide if the product meets the needs of a child for whom you think this product may be suitable; and
- ▶ compare the product with similar products.

If you intend to apply to use this product, please read this SPDS thoroughly, then keep it, together

with all other documentation which you receive from HSBC.

If you have any questions or need more information, please contact HSBC on: 1300 301 168.

Issuer details

This SPDS is issued by HSBC Bank Australia Limited (ABN 48 006 434 162) (AFSL 232 595) (referred to in this PDS as “HSBC”, “we” or “us”).

Additional information about HSBC and the HSBC group is available at www.hsbc.com.au.

Definitions

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

“**HSBC Premier**” means the service and product proposition marketed under that title.

Key features and benefits

A savings account designed especially for children[^] of HSBC Premier customers offering competitive interest rates. This Account also offers the many fee-free banking options of the HSBC Premier Cash Management Account.

Minimum opening deposit – \$100

Maximum deposit – No maximum.

Minimum Account balance – There is no minimum balance after opening.

Standard Interest rate – The interest rate is variable, the higher the balance held in the Account, the higher the interest rate you will receive.

Interest rates current on the day you receive this PDS are set out in our separate document “**Personal Australian dollar deposit interest rates**”. Current rates are also available by ringing 1300 308 008 or by visiting www.hsbc.com.au at any time.

When is interest credited – Monthly in arrears and on closure of the Account.

Where is interest credited – To your Account.

Minimum amount of withdrawal – No minimum amount applies.

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

Minimum and maximum age – This product is available to customers between the age of 0 and 25 years.

Account Structure – for the children[^] of HSBC Premier customers aged between 0 and 11 years of age the product must be

opened by the parent or guardian who holds HSBC Premier status as a trustee for the child;

- for the children[^] of HSBC Premier customers aged between 12 and 15 years the product may be a joint Account in the name of the child and the parent or guardian who holds HSBC Premier Status; or
- for the children[^] of HSBC Premier customers aged between 16 and 25 years of age the product may be opened in the child's name alone.

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

HSBC Premier Children's Savings Account – Fees and Charges

Transaction fees: local

- Deposits nil
- ATM withdrawals (HSBC and non-HSBC) nil[#]
- EFTPOS nil
- Bank@Post™ nil
- Branch withdrawals nil
- Telephone Banking nil
- BPay® nil
- Internet Banking nil

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.

General Service Fees and Charges may also apply in addition to the above (see section B of the Personal Financial Services - Fees and Charges guide for details).

Significant Benefits and Risks of the HSBC Premier Children's Savings Account

Benefits

International recognition – So long as you retain your status as an HSBC Premier customer so will any of your children who hold an HSBC Premier Children's Savings Account along with the international recognition of being an HSBC Premier customer.

Convenience – As a joint Account holder of the HSBC Premier Children's Savings Account you will be able to assist your child with their day to day banking allowing you to educate them in regards to their banking habits.

Significant Risks

In deciding whether or not to open an Account in an HSBC Premier Children's Savings Account you should be aware of the risks set out below. However, this section does not purport to disclose all of the risks associated with opening an Account for a child. HSBC recommends that you obtain independent financial, legal and taxation advice before you open an Account for a child.

Operational Risk

Operational risk is the risk of loss from disruptions to internal processes, people and systems or disruptions arising from external

events. Disruptions resulting from operational risks may affect the ability of HSBC to process transactions in a timely manner. This may result in a rate applying to a currency transfer that is less favorable to you.

Closure of Account Risk

HSBC reserves the right to close your Account at any time, for any reason. In the event that your access to, or use of, the HSBC Premier Children's Saving Account is terminated you will need to make alternate arrangements for any future dated payment instructions you may have given us. HSBC will not be liable for your not making alternate arrangements.

Loss of HSBC Premier Status Risk

This product will only have HSBC Premier status so long as the parent or guardian retains that status. In the event that the parent or guardian no longer qualifies for HSBC Premier status or the child no longer meets the age requirements then this product will be transferred to another HSBC product, in HSBC's sole and unfettered discretion.

Trustee Risk

If this Account is opened in your name as trustee for a child then the common law obligations as between a trustee and a beneficiary may apply. HSBC will not be liable for any of the common law obligations between the trustee and beneficiary.

Please read the Personal Savings and Deposits PDS for the terms and conditions relating to an Account held in trust for another person. HSBC recommends that you obtain independent financial, legal and taxation advice before you open an Account as a trustee for a child.

Joint Account Holder Risk

If this Account is opened as a joint Account both account holders will be jointly and severally liable for the actions of the other account holder. Please read the Personal Savings and Deposits PDS for the terms and conditions relating to a joint Account.

Costs, Fees and Charges

General service fees or charges may apply for related transactional services such as telegraphic transfers of funds and ATM Operator Fees. Information about these costs is contained in the product disclosure statement or other document relating to these products or services including our Fees and Charges Guide.

Taxation Considerations

The summary of taxation considerations in this section is necessarily general in nature and does not take into account specific circumstances of each individual HSBC Premier 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).

Privacy

General Law

HSBC owes you a duty to keep information about you confidential, except in certain situations, such as where disclosure is:

- ▶ compelled by law (eg a disclosure to a court which is required by a subpoena);
- ▶ necessary to protect our interests; or
- ▶ made with your consent; or
- ▶ where we have a duty to the public to disclose.

Commonwealth Privacy Act

If you are a natural person, HSBC is also required to handle your personal information in accordance with the Privacy Act. We are bound

by the National Privacy Principles in that Act, and by other requirements relating to personal credit information.

HSBC Privacy Policy

The HSBC Group's privacy policy explains our approach to privacy. You can get a copy:

- ▶ from our website
www.hsbc.com.au;
- ▶ by asking at any of our branches;
- ▶ by phone: 1300 308 008;
- ▶ by email: privacy@hsbc.com.au;
or
- ▶ by writing to:

The Privacy Officer
HSBC Bank Australia Limited
GPO Box 5302
SYDNEY NSW 2001

Complaints Resolution

Problems and disputes

HSBC is committed to the delivery of excellence through the highest HSBC Premier customer service standards. Whether you are providing feedback, paying a compliment or making a complaint your input is important.

We aim to resolve most issues within five working days. If more complex, it can take longer but we'll keep you informed of progress. If you believe a transaction is wrong or unauthorised, or there

is an error in any confirmation, or if you have any concerns about procedure, compliance issues, or have encountered a problem with our service, we want you to tell us about it. We have designed a simple customer complaint process.

If you believe a currency transfer is wrong or unauthorised, please contact us on 1300 301 168.

If you have another complaint or concern, the first place to make it known is your Relationship Manager, who should be able to resolve your problem.

If your complaint has not been resolved to your satisfaction, please contact our Customer Relations team:

Toll Free: 1300 308 188
Facsimile: 02 9255 2647
Mail: Customer Relations Department
HSBC Bank Australia Limited
Level 11, 580 George Street
SYDNEY NSW 2000

If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may wish to contact an approved external dispute resolution scheme. You may contact the Financial Ombudsman Service by writing to:

Financial Ombudsman Service
GPO Box 3
MELBOURNE VIC 3001
Toll Free: 1300 780 808
Facsimile: 03 9613 6399
Website: www.fos.org.au

or

You can contact the Australian Securities and Investments Commission (ASIC) to find out which industry complaints scheme may be available to assist you to settle your complaint.

Phone: 1300 300 630

However, before an external dispute resolution scheme can investigate a matter, we would like you to give us the opportunity to review it first.

Terms and Conditions

The Terms and Conditions of the HSBC Premier Children's Savings Account consist of each of the following documents:

1. Part B of this SPDS;
2. HSBC Premier Service Guide; and
3. The Personal Savings and Deposits PDS (page 32 of which under the heading "Introduction" is hereby amended to include the HSBC Premier Children's Savings Account).

When you apply for or open an HSBC Premier Children's Savings

Account you agree to be bound by each of these.

HSBC warrants that it will comply with the requirements of both the:

1. EFT Code, where those requirements apply to your dealings with it; and
2. The Code of Banking Practice where those requirements apply to your dealings with it.

Where you access this functionality from outside Australia, HSBC's related bodies corporate will apply similar but not exact codes to the transactions conducted via this functionality.

Issued by HSBC Bank Australia Limited ABN 48 006 434 162 AFSL No. 232595
HSBC01072 (R1) 07/10

HSBC 
The world's local bank