



Changes to your HSBC accounts in Australia

We previously informed you that HSBC will be closing its retail banking business in Australia.

As the retail bank winds down, there will be changes in the next 18 months to your transactions, savings, term deposits and foreign currency accounts.

There will be no changes to the way you use your account or its features for the remainder of this year.

We will be in touch when there is any required action from you.

What you need to know

Transaction and Savings Accounts

At this time, there are no changes to the way your account(s) can be used. You can continue to send and receive money as normal, and we'll give you notice about future changes to your account.

Joint accounts, accounts held by a Trust or Non-Trading Company, Self-Managed Super Funds, accounts with a Power of Attorney and accounts with an Authorised Third Party will continue to operate as normal at this time.

You can continue to send and receive money - a convenient and secure way of doing this is via digital banking.

To register for online banking:

Download the HSBC Australia mobile app or visit [hsbc.com.au/onlinebanking](https://www.hsbc.com.au/onlinebanking) and have these handy:

- Last 3 digits of your BSB and your 9-digit account number.
- Mobile number you have registered with HSBC
- ID (driver's licence or passport) that you used to open your account.

For more information visit [hsbc.com.au/ways-to-bank](https://www.hsbc.com.au/ways-to-bank).

If you need help with mobile or online banking, including how to get set up, you can visit a branch or give us a call.

Foreign Currency Accounts

You can continue to make international payments via the HSBC Mobile Banking app, online banking or at a branch.



You can withdraw or deposit USD and HKD cash at selected branches until 9 November 2026 (subject to availability).

Term Deposits

At this time, there are no changes to your term deposit account(s), and you can continue to renew or rollover your existing term deposit. We'll give you notice about any future changes to your account.

Stay informed

For the latest information and Frequently Asked Questions, visit our HSBC Australia website <https://www.hsbc.com.au/help/important-notice/>.

Customer service and ways to bank with us

Our customer service teams will remain available to support you through this time.

Online: You can continue to self-service through your banking app and online banking. This includes making sure the details we have for you are up to date, so you don't miss out on receiving important communications.

Branches: Please visit our website to get the latest updates on your closest available branch.

Phone: You can call us on 1300 308 008 (+61 2 9005 8220 if calling from overseas).

For other ways to contact us please visit <https://www.hsbc.com.au/help/contact/>.

Extra Care Support

If you need additional support:

- If you're deaf, hard of hearing or have any other communication difficulty, you can contact us through the National Relay Service.
- If English isn't your first language, just say "I need an interpreter" when you contact us.

For more information on how we can offer extra care support when you need it, please visit <https://www.hsbc.com.au/help/extra-care/>.

Please note that we'll be experiencing higher enquiry volumes in the coming weeks and wait times may be longer than normal. We greatly appreciate your patience and cooperation throughout this process.

We're committed to making this transition as smooth as possible for you and will provide more details in the coming months.



Yours Sincerely,

HSBC Bank Australia

Stay alert. Keep your money safe from scams.

Scammers may take this opportunity to contact you pretending to be from HSBC.

- Be highly suspicious if you're unexpectedly asked to move money or take urgent action.
- Always use Call Verify on your HSBC mobile banking app to confirm whether the person you're speaking to is from HSBC. More details on the Call Verify feature can be found at <https://www.hsbc.com.au/help/security-centre/call-verify/>
- Always contact us through official channels listed on our website or through the HSBC mobile banking app.
- Never share your PIN, passwords or security codes with anyone, even if they claim to be from HSBC.

Visit our Fraud and Scam prevention hub <https://www.hsbc.com.au/help/security-centre/fraud/> for more information.