Important notice about HSBC Australia's retail banking business

HSBC has announced that it will be closing its retail banking business in Australia, following a review.

HSBC has entered into a sale agreement for its home and personal loan portfolio, subject to regulatory approval. As part of this, Pepper Money is expected to manage and service these loans from the first half of 2027.

Pepper Money is one of Australia's largest non-bank lenders, supporting a broad range of customers, including non-residents. HSBC and Pepper Money will be working together to ensure this transfer is a smooth experience for our customers.

The remainder of HSBC Australia's retail banking business including **transaction accounts, savings and term deposits, credit cards, foreign currency accounts, wealth and investment products**, will be wound down in a phased manner over the next 18 months. We're no longer accepting applications for new accounts.

What you need to do

There is no immediate action required from you. For now, your HSBC products and Premier benefits (if applicable) will continue to operate under the existing terms and conditions.

For each product you hold with HSBC, you'll receive dedicated communications in the coming weeks to guide you through the upcoming changes.

What it means for your home loan or personal loan

- The service and ongoing support for your home loan or personal loan is expected to transfer to Pepper Money in the first half of 2027.
- Importantly, the interest rates, fees, discounts and repayments you have with HSBC will transfer across to Pepper Money. After the transfer, Pepper Money will manage and service your loan.
- Until transfer, your home loan and personal loan will continue to be serviced by HSBC under the relevant terms and conditions.
- Any changes to your interest rates, fees and product features will only be made under your existing loan terms and conditions. For example, if you have a variable interest rate, and the official cash rate changes before the transfer, HSBC may change your interest rate.
- In the lead up to the transfer, we'll be working closely with the Pepper Money team to help enable a smooth transition and continuity of service.
- For home loans - redraw, debit card access, online account management and an offset sub-account option will be available to you after the transfer.

Stay informed

The most current information about these changes will be available on our HSBC Australia website hsbc.com.au/help/important-notices/, or via peppermoney.com.au/hsbc There you will find the answers to Frequently Asked Questions.

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.

Branches: Over the next 18 months, all HSBC branches in Australia will close in a phased manner. Please visit our website to find your closest available branch and the latest branch closure dates.

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 hsbc.com.au/help/contact/.

Extra care support

Should you have additional support needs, we can help:

- 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. 如果英语不是您的第一语言，当您联系我们时，只需用英文说 "I need an interpreter"（意思为"我需要一名口译员），即可获得口译服务。最新相关信息将发布在汇丰澳大利亚网站上：hsbc.com.au/help/important-notices/

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

Please note that we will 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.

Thank you for your understanding.

Jessica Power
Head of International Wealth and Premier Banking
HSBC Bank Australia

Issued by HSBC Bank Australia Limited ABN 48 006 434 162. AFSL/Australian credit licence 232595.

Stay alert. Keep your money safe from scams.

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

- 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 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 or Pepper Money

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