Reminder: You can no longer use your HSBC Australia Credit Card

As previously advised, your HSBC Credit Card was closed on **18 November 2026** and can no longer be used.

While your account is closed, your obligations under your agreement with us will continue. This means you must continue making repayments until you have repaid any outstanding balances.

What happens to Outstanding Credit Card Balances

HSBC Australia has entered an arrangement to assign outstanding credit card balances to Credit Corp Financial Services Pty Limited ('Credit Corp'), subject to regulatory approval. This is expected to take place in the first half of 2027.

If you still have an outstanding credit card balance when the assignment occurs, your outstanding balance and credit card agreement with us will transfer to Credit Corp. Your existing payment arrangements will continue after this assignment. We'll provide further details of the transfer in the coming months, including how to make repayments, how to access account statements and how to contact Credit Corp.

What this means for your Credit Reporting

If you fully repay your outstanding balance before the assignment to Credit Corp, there will be no change to your existing credit reporting.

If you still have an outstanding balance at the time of assignment, it will be transferred to Credit Corp and the associated Comprehensive Credit Reporting record (including repayment history and facility details) will be removed from your Equifax and Experian credit reports after assignment.

Depending on your individual circumstances, this may affect your credit history or score. Please refer to the Credit Card FAQs on the Important Notices page of our HSBC Australia website for more information.

Making payments via HSBC EasyPay Direct Debit

If you have an existing HSBC EasyPay Direct Debit set up for your monthly repayments for your HSBC Credit Card account, this will be transferred to Credit Corp with the same payment arrangement.

Closer to the assignment date, we'll send you a separate direct debit transfer notice explaining how your arrangement will move to Credit Corp and whether you need to do anything.

If your repayments are currently made by direct debit from an HSBC transaction or savings account, your repayments will continue until we notify you of any changes to our transaction or savings accounts as part of the wind-down of our retail banking business.

After the assignment, you'll be able to request direct debit changes through Credit Corp.

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

Making repayments via BPay®

There's no change to the way you make repayments by BPay® at this stage. Please continue making your repayments as usual. You should continue to allow enough time for your payment to be received and processed.

If you have an outstanding balance that will be assigned to Credit Corp, we'll let you know before the transfer date if there are any changes to the biller code or reference number you use to make repayments.

What you need to know

- You can no longer make purchases (in-store, online and over the phone) or withdraw cash or make cash advances using your Credit Card or account. Any pending transactions will still be processed.
- You won't be able to use your Credit Card with Apple Pay or Google Pay.
- Any recurring payments on your account (for example, streaming services, memberships, utilities or app subscriptions) will no longer be processed.
- For now, you'll still have access to online banking and the HSBC Mobile Banking App to view transactions and download statements. We recommend downloading statements for your records.
- If you hold an HSBC Rewards Plus, Qantas Frequent Flyer or Star Alliance credit card, you'll no longer earn points through your Card.
- Complimentary benefits (where applicable) such as HSBC Instant Savings provided by Entertainment Publications, Home & Away offers and lounge access linked to your Credit Card have now ended.
- If your annual percentage rate for purchases was higher than 12.99%, this was automatically reduced to 12.99% from 18 November 2026. The annual percentage rate that applies to cash advances remains unchanged.
- If you become aware of an incorrect, unauthorised or mistaken transaction on your account, please contact us as soon as possible to report that transaction.
- Once your balance is $0 and there are no pending transactions or interest charges on your account, there is nothing more you need to do. We'll send you an account closure letter.

What if I have a Term Deposit linked to my credit card account as Deposit Under Lien?

Your credit card is no longer linked to your Term Deposit account. We will be in touch separately in coming months with information related to your Term Deposit account.

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

What will happen to my HSBC Credit Card Repayment Insurance/HSBC Card Repayment Protection policy?

As your outstanding balance may be assigned to Credit Corp subject to regulatory approval, your HSBC Credit Card Repayment Insurance/ HSBC Card Repayment Protection policy will be terminated on the date of assignment. Details of the termination are provided in the table below.

HSBC Credit Card Repayment Insurance/HSBC Card Repayment Protection	
Question	**Answer**
When will my Repayment Insurance/ Repayment Protection cover end?	Your cover will continue while you have an outstanding balance on your HSBC Credit Card and your repayments are up to date. Cover remains subject to the terms, conditions, exclusions and benefits outlined in the Product Disclosure Statement (PDS) and Policy Change Summary. If your HSBC Credit Card has an outstanding balance that is assigned to Credit Corp Financial Services Pty Limited, your credit card agreement with us will end, your Repayment Insurance/ Repayment Protection policy will be terminated and cover will end on the date of assignment. This is anticipated to happen in the first half of 2027 and is subject to regulatory approval.
What happens if I have an active claim?	Existing claims will continue to be managed and assessed in accordance with the relevant Repayment Insurance/ Repayment Protection policy terms and conditions. Customers remain eligible to lodge claims for insured events that occur while cover remains in force.
What if I need to lodge a claim prior to my Repayment Insurance/ Repayment Protection policy being terminated?	You can still lodge a claim prior to the cover ending and should follow the usual process by contacting AIA Australia on 1800 333 613. AIA Australia remains the issuer of the insurance policy and will be responsible for eligible claims, where the date of loss occurred prior to cancellation of the policy, when the policy was in force.
How do I submit a claim / who do I contact?	To make a claim under your policy, you can contact the Claims Team as soon as possible at AIA Australia (the insurer) on 1800 333 613 or email au.retail.claims@aia.com.
What happens to my Premiums?	Premiums will be charged only up to the cover end date (i.e. termination or when your account is closed).
How do I cancel my Repayment Insurance/ Repayment Protection now if I no longer need or want it?	You can cancel your policy now by calling us on 132 152 (+61 2 9005 8511 if calling from overseas). HSBC will confirm in writing when you cancel the policy.

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

What you need to do

- **Redeem your HSBC Rewards Plus Points**: The HSBC Rewards Plus program will end on 30 November 2026. If your account wasn't closed before 18 November 2026, you'll have until 28 February 2027 to redeem your HSBC Rewards Plus Points for e-Gift cards or frequent flyer miles programs (where applicable).
- **Update recurring payments:** Recurring payments linked to your HSBC Credit Card will be declined. You should contact the merchant or service provider directly to update your payment details as soon as possible.
- **Destroy your cards:** Please destroy your HSBC Credit Cards and any additional cards linked to your account. Remove your HSBC Credit Cards from Apple Pay or Google Pay wallets.
- **Inform additional card holders:** Ensure all additional card holders linked to your HSBC Credit Card account are aware of these changes. Additional card holders should also update any recurring payments to an alternative payment method.
- **Continue to make any repayments:** While your account was closed on 18 November 2026, you must continue to make repayments after this date in accordance with your agreement until you have repaid your outstanding balances. During this period, any applicable interest, fees and charges will continue to be applied to your account in line with the HSBC Credit Card Terms. Once your balance is $0 and there are no pending transactions or interest charges, your agreement with us will end and you'll be issued with a final statement and account closure letter.
- **Contact us if you're concerned about repayments**: If you're concerned about making your repayments, please get in touch with us right away so we can help you find a solution. Refer to the Money Worries section on the HSBC Australia website for more information, which details how you can make a financial hardship application.

Stay informed

You can also find the latest information on the Important Notices page of our HSBC Australia website.

Customer service

Our customer service team will remain available to support you. You can continue to self-serve through the HSBC Mobile Banking app, online banking, or your local branch.

Phone: You can call us on 132 152 (+61 2 9005 8511 if calling from overseas).

Chat to us: It's easy via the HSBC Mobile Banking app. Log on to the app. Go to > Support > Chat with us

For other ways to contact us, please visit the Contact page of the HSBC Australia website.

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

Extra Care Support

If you have additional support needs, we can help:

- 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。您也可以通过汇丰澳大利亚网站的"重要通知"（Important Notices）页面获取最新信息。
- For more information on how we can offer extra care support when you need it, please visit the Extra Care page found on our HSBC Australia website.

Thanks for being an HSBC Australia customer.

Stay alert. Keep your money safe from scams.

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

- Be highly suspicious of unexpected or urgent requests to act or move money.
- Use Call Verify on your HSBC mobile banking app to check if a caller is from HSBC.
- Only contact us through official channels listed on our website or app.
- Never share your PIN, passwords or security codes with anyone, even with someone claiming to be from HSBC.

More information on Fraud & Scams prevention can be found on our HSBC Australia website under Help & Support.

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