HSBC

Important: Your HSBC Invest account will transfer to Bell Direct on 21 November 2026

This is the last reminder we'll issue before your HSBC Invest account and portfolio transfer to Bell Direct on 21 November 2026.

As previously advised, HSBC is closing its retail banking business in Australia. Your account is scheduled to move to TPP's online share trading platform, Bell Direct.

What you need to do now

- **No action needed (unless you don't want to transfer)**

  If you're happy to move to Bell Direct, you don't need to do anything. The transfer is expected to be seamless.

- **If you don't want to transfer to Bell Direct**

  You must submit a stock transfer request via your preferred broker by **13 November 2026**. Please also share a copy of the stock transfer request with the HSBC Invest Customer Support team so we can process it. If we don't receive your request by this date, your HSBC Invest account and portfolio will transfer to Bell Direct on 21 November 2026.

What will change after the transfer

- **HSBC Invest access will end:** After transfer, your HSBC Invest account will no longer be accessible through HSBC Online Banking or the HSBC Mobile Banking app via single sign-on.
- **HSBC Invest app discontinued:** The HSBC Invest mobile app will be discontinued.

What will stay the same after the transfer

- **Similar trading features:** As TPP supports both HSBC Invest and Bell Direct, you can expect equivalent trading features and tools after the move.
- **Trade settlement (for now):** You can continue to trade and settle from your existing linked HSBC Bank Account.
- **Your HIN remains the same:** TPP will continue to be your sponsoring CHESS broker and you will retain your Holder Identification Number (HIN).
- **Your records stay with you:** Your trading history, alerts, watchlists, open orders, cost base and reporting can be accessed online in your Bell Direct account, or you can request them from Bell Direct Customer Support.
- **Customer Support:** The same Customer Support team you currently deal with will remain available to assist you.

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Stay informed

You can find the latest updates on the Important Notices page of the HSBC Australia website.

Customer service

If you need help with your HSBC Invest account, please call 1300 782 811 or +61 3 8663 2766 (from overseas).

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.

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. As investment scams are increasing, stay alert and treat any unsolicited offers with caution — even if they look genuine.

- 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.
- 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.

More information on Call Verify and our Fraud & Scams prevention can be found on our HSBC Australia website.

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