



Important Information – Update on your HSBC Invest account

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

What you need to know

- There is no immediate action required from you. We're working with Third Party Platform (TPP), the partner who provides the HSBC Invest platform, to make new arrangements for your account and portfolio.
- TPP will be in touch shortly to advise of changes to the HSBC Online Share Trading Terms and Conditions. These terms will be available to view and accept when you log in to the HSBC Invest platform.
- For now, your HSBC Invest account will continue to operate under the existing terms and conditions.

Stay Informed

We'll share further communications over the coming months to keep you updated when action is required from you. For the latest information and Frequently Asked Questions, visit our HSBC Australia website <https://www.hsbc.com.au/help/important-notice/>.

Customer service

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

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 [hsbc.com.au/help/security-centre/call-verify/](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 [hsbc.com.au/help/security-centre/fraud/](https://www.hsbc.com.au/help/security-centre/fraud/) for more information.