IMPORTANT INFORMATION

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HSBC Invest

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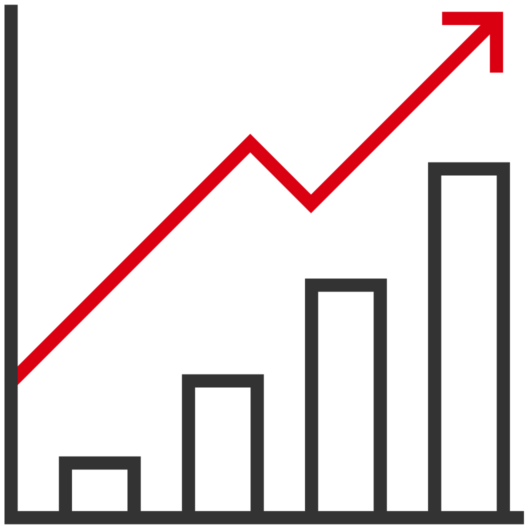

Key information

We're working with Third Party Platforms (TPP), the partner who provides the HSBC Invest platform to make arrangements for your account and portfolio. There's no immediate action required from you. We'll keep you updated and let you know when there's something you need to action.

Existing customers

What does this change mean for me?

Your HSBC Invest account will continue operating as normal under the existing terms and conditions. More information will follow soon.

What will happen to my HSBC Invest account?

We're currently working through all the key information and will provide more details soon. We'll keep you updated and let you know when there's something you need to do.

How does this announcement affect my investments?

The closure of HSBC Australia's retail banking business does not change the level of risk associated with your investments. Your investments will continue to be held and administered in line with your existing agreements.

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Can I transfer my portfolio to a new provider?

You can initiate a stock transfer request with your receiving broker and will need to make sure the registration details at the receiving broker match the registration details on your HSBC Invest account.

Will corporate actions still be processed?

Yes, as your broker isn't changing, corporate actions and entitlements will continue to be processed in the usual way, provided you meet the relevant eligibility requirements.

Will my HSBC Invest account be transferred to another provider?

We're working with TPP, the provider of the HSBC Invest to make new arrangements for your account and portfolio. We'll keep you updated and let know what action you need to take.

Help

Who do I contact for support with my HSBC Invest account?

For additional support, you can call HSBC Invest Customer Support on 1300 782 811 (within Australia) or +61 3 8663 2766 (from overseas).

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