



Important Information: Transfer of your HSBC WorldTrader account to Interactive Brokers Australia

As part of HSBC's closure of its retail banking business in Australia, we've been working to make arrangements for your HSBC WorldTrader account, portfolio and cash holdings. As a result, in the coming months your HSBC WorldTrader account, portfolio and cash holdings will move to Interactive Brokers Australia.

What you need to know

- **No immediate action is required by you:** HSBC and Interactive Brokers Australia will continue to share updates about the upcoming changes and any actions you need to take closer to the transfer. If you don't want to transfer to Interactive Brokers Australia, you'll need to act by submitting a stock transfer request before the transfer deadline.
- **Similar features:** The HSBC WorldTrader platform has always been provided by Interactive Brokers Australia although it was branded HSBC. As Interactive Brokers Australia provides the technology product and services for HSBC WorldTrader, you can expect equivalent trading features and tools after the transfer.
- **Your Interactive Brokers account:** As the transfer date approaches, Interactive Brokers Australia will share further information on how to access your account.
- **Your records stay with you:** Your trading history, cost base and reporting will stay with you as part of your Interactive Brokers Australia account. These will be available online, or you can request them from Interactive Brokers Australia Customer Support.
- **Trade settlement process:** For now, you can continue to trade, add funds, and withdraw funds from your HSBC WorldTrader Account using your existing linked HSBC Bank Account until the transfer to Interactive Brokers Australia.
- **Changes to HSBC access:** After the transfer, your HSBC WorldTrader account will no longer be accessible through HSBC online or mobile banking via single sign-on, and the HSBC WorldTrader Australia mobile app will be discontinued.

What you need to do

If you don't want to transfer to Interactive Brokers Australia

If you don't want to transfer to Interactive Brokers Australia, you'll need to nominate your preferred broker and submit a stock transfer request through them. Please share a copy of the request with the HSBC WorldTrader Customer Support team so we can process it. We'll notify you of the transfer deadline in advance.

Stay informed

We'll continue to share updates over the coming months to help you prepare for the transfer to Interactive Brokers Australia. 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 during this transition. You can continue to self-serve through the HSBC Mobile Banking app, online banking, or your local branch.

If you need help with your HSBC WorldTrader account, please call 1300 308 008 or +61 2 9005 8220 (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.