



## **Important Information - Update on your HSBC Australia WorldTrader 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 Interactive Brokers, the partner who provides the HSBC WorldTrader investment platform, to make new arrangements for your account, portfolio and cash holdings over the coming months.

For now, your HSBC WorldTrader 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 WorldTrader account, you can call us on 1300 308 008.

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 <https://www.hsbc.com.au/help/security-centre/fraud/> for more information.