HSBC

IMPORTANT INFORMATION

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WorldTrader

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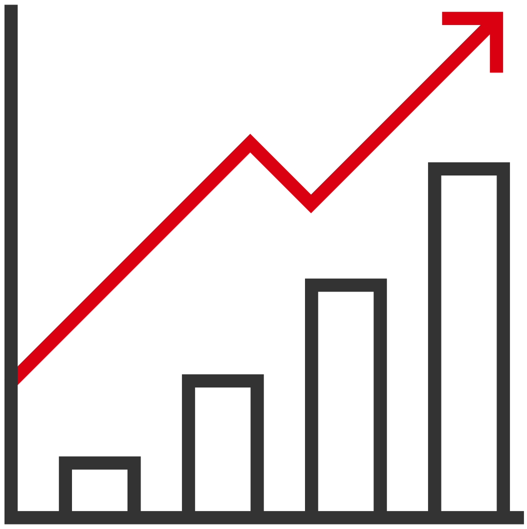

Key information

We're working with Interactive Brokers Australia, the partner who provides the HSBC WorldTrader investment platform to make arrangements for your account, portfolio and cash holdings. 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 WorldTrader account will continue to operate as normal under the existing terms and conditions. More information will follow soon.

What will happen to my WorldTrader 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 action.

Will my WorldTrader account be transferred to another provider?

We're working with Interactive Brokers Australia, the provider of the HSBC WorldTrader investment platform to make new arrangements for your account, portfolio and cash holdings. We'll keep you updated and let you know when there's something you need to action.

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Can I transfer my portfolio & cash to a new provider?

You can initiate a stock transfer request with your receiving broker and will need to ensure that the registration details at the receiving broker match the registration details on your WorldTrader account. Any cash held in your WorldTrader Investment account cannot be transferred to an external bank or broker. Cash will first need to be transferred to a linked HSBC bank account and will be available so you can move your money to another bank.

Can I still access and trade on HSBC WorldTrader?

Yes, your account will continue to operate as normal under existing T&Cs unless we tell you otherwise.

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.

Can I withdraw funds from my WorldTrader account now?

If you wish to withdraw funds from your WorldTrader account, you can do so at any time. There are no changes to the way you withdraw funds from your account. Your funds will be transferred back to your linked HSBC account. See our How to Guide and all other guides available at: Step-By-Step Guide | HSBC WorldTrader app - HSBC AU

Will dividends/corporate actions and my open orders be affected?

You can view your cash balance, including dividends, in browser only. You can see all corporate actions, debits and credits in your cash balance. They'll continue to be processed as usual unless we notify you otherwise. If any action is required near key dates, we'll contact you.

Is Australia the only market impacted by this change?

Yes. Our partnership with Interactive Brokers, the provider of HSBC WorldTrader, extends across the globe. If you have an HSBC WorldTrader account in another country, it will not be impacted.

Help

Who do I contact for more information?

For additional support with your HSBC WorldTrader account, you can call HSBC WorldTrader Customer Support on 1300 308 008 or (from overseas) +61 2 9005 8220.

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