Important Information – Closure of the HSBC Investment Service for Accredited Investors

We previously informed you that HSBC will be closing its retail banking business in Australia. As a result, the HSBC Investment Service for Accredited Investors will cease.

This means you'll no longer be able to acquire investments, access research and insights, or receive general advice on investment products from the HSBC Investment Service.

What you need to know

The termination of the HSBC Investment Service Agreement

- With the closure of the HSBC Investment Service, your HSBC Investment Service Agreement is terminated from the date of this letter. The termination applies to all parties (including any entities) that this Agreement covers.
- Therefore, HSBC Australia will no longer provide you with access to general advice, the Approved Product List, and support for purchasing of new or additional investments.
- However, you will continue to receive ongoing support and assistance to access reporting on your existing investments such as fund performance, as well as assistance with selling your existing investment/s, if you choose to, until they become self-directed.
- HSBC stopped charging you the Investment Consultant Fee from the announcement of the closure of the IWPB business in Australia on 31 July 2026.

Investments held with Netwealth

- HSBC will continue to support your account including providing access and reporting for your investments held on Netwealth up to 16 November 2026. After this date, your portfolio will become self-directed, enabling you to manage your investments directly with Netwealth.
- You can choose to remove HSBC and transition to become self-directed with Netwealth before 16 November 2026. Netwealth will contact you directly once your portfolio becomes self-directed.
- Alternatively, you can nominate a new adviser for the platform. HSBC can assist you with this before 16 November 2026. If you're looking for a new adviser, you can visit the Financial Advice Association Australia website found at www.faaa.au for more information and guidance.
- You can also choose to sell your investments and close your account. HSBC will assist with this before 16 November 2026.

Netwealth Fee Summary

- Netwealth has advised HSBC Australia that they intend to honour the discounted platform fees outlined in your Netwealth Wealth Accelerator Supplementary Investor

Directed Portfolio Services (IDPS) Guide* once HSBC is removed as the adviser on your portfolio and it becomes self-directed.

	31 July 2026 - 16 November 2026 (or until the date HSBC is removed as an adviser, if earlier)	After 16 November 2026 (or from the date HSBC is removed as an adviser, if earlier)
Fees and Charges	• HSBC Investment Consultant Fee no longer charged. • Netwealth administration fees and charges as set out in Netwealth HSBC terms. • HSBC Fund Manager discounts in place. • All other fees remain the same.	• Netwealth intend to honour discounted administration fees and charges as set out in the Netwealth Wealth Accelerator Supplementary IDPS Guide** • HSBC Fund Manager discounts removed. • All other fees remain the same.

* Netwealth may vary or update its fees from time to time in accordance with its terms and conditions and any applicable notice requirements.

** Applies to clients who become self-directed with Netwealth. If a new adviser is appointed to the account, standard Netwealth fees and charges will apply (or as per the adviser negotiated terms with Netwealth).

If you'd like to become self-directed before 16 November 2026, redeem your investments, understand fees, or discuss alternative options for your portfolio, you can also contact your HSBC Investment Specialist on 1300 308 019.

Structured Products

HSBC will continue to hold your structured product in custody in line with the Structured Product Information Memorandum and the relevant Final Pricing Supplement. However, some products with maturity dates beyond 30 June 2027 may be impacted. We'll contact you to discuss options for managing your investment/s closer to this time.

If you wish to redeem or transfer your structured product to another custodian, please contact your HSBC Investment Specialist.

What you need to do

- **Maintain your wholesale status**

HSBC will continue to support you with managing your investments as products are transitioned, mature (if applicable) or closed. To enable us to continue assisting you, it's important that you maintain your wholesale status with us. We'll contact you if you need to take any action to renew your status.

- **You may need to update your linked bank account**

For products that remain managed by HSBC, your investment returns will continue to be paid into your linked Everyday Global Account (EGA). If you plan to close your EGA before your investment matures, you'll need to nominate an account with another bank to receive coupon payments and investment proceeds. To do this, you can log in to the Computershare Investor Services Investor Centre and update your bank account details.

Stay informed

We'll share further communications over the coming months. For the latest information and Frequently Asked Questions, visit our HSBC Australia website https://www.hsbc.com.au/help/important-notices/.

Customer service

Our Investment Specialist team remain available to support you until your investments are transitioned, redeemed or mature. If you need assistance, you can call us on 1300 308 019 or (from overseas) +612 9005 8027.

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. 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. More details on the Call Verify feature can be found at 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.