



## **Reminder: Closure of the HSBC Investment Service for Accredited Investors**

We recently informed you that HSBC will be closing its retail banking business in Australia and winding down the HSBC Investment Service for Accredited Investors.

Whilst you can no longer acquire new investments, access research, or receive general advice through the HSBC Investment Service, your Investment Specialist will continue to support you with managing your existing investments as products are transitioned, mature (if applicable) or closed.

Your Investment Specialist has already contacted you to discuss what this change means. This letter is a reminder of the key information.

### **What you need to know**

#### **Investments held on the Netwealth platform**

If you hold investments on the Netwealth platform, HSBC will continue to support your account and provide access and reporting up to 16 November 2026. After this date, your account will become self-directed, and Netwealth will grant you transact access which enables you to manage your investments held on the Netwealth platform.

If you'd like to become self-directed before 16 November 2026, redeem your investments, close your account or appoint a new advisor, you can contact your HSBC Investment Specialist.

#### **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.

If you'd like 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**

To enable HSBC to continue to support 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 do this, you can log in to the Computershare Investor Services Investor Centre and update your bank account details.



## Stay informed

You can find further information on the Important Notices page of our HSBC Australia website.

## Customer service

Your Investment Service team will remain available to support you during this transition. If you need assistance, please call your Investment Specialist on 1300 308 019 or (from overseas) +612 9005 8027.

## 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.