HSBC

Closure of your HSBC Credit Card in Australia

We previously informed you that HSBC will be closing its retail banking business in Australia. As a result, from 18 November 2026 your credit card will be closed and your agreement with us will end. This letter explains what this means for you.

What you need to know

- **Final transaction date:** The last day you can perform transactions on your credit card account (e.g. purchases, cash advances or recurring payments) is 17 November 2026. You and any additional cardholders must stop using the credit card account after this date.
- **Repayments:** While your account will be closed on 18 November 2026, you must continue to make repayments after this date in accordance with your agreement until you have repaid your outstanding balance. We will continue to charge you interest, fees and charges on any balances in accordance with your agreement.
- **Annual fee:** From 12 August 2026, no annual fee will be charged. We'll refund any annual fees already charged to your account from 13 August 2025 to 11 August 2026 on a pro-rata basis by 12 October 2026 provided your account is open.
- **Purchase interest rate:** If your current annual percentage rate for purchases is higher than 12.99%, it will be reduced to 12.99% from 18 November 2026. The annual percentage rate that applies to cash advances remains unchanged.
- **Cards:** On 18 November 2026 we'll automatically cancel any cards linked to your credit card account (including any digital cards). Please ensure you and any additional cardholder destroy any physical cards after this date.
- **Account closure:** On or after 18 November 2026, once your balance is $0 and there are no pending transactions or interest charges, we'll automatically close your account.
- **Insurance (where applicable):** Any complimentary insurance benefits provided in connection with your credit card account will continue to operate in line with your account Terms and Conditions and the Personal Cards Complimentary Insurance Policy Information Booklet.
- **Other complimentary benefits (where applicable):** All other complimentary benefits linked to the credit card will end on 18 November 2026, including HSBC Instant Savings provided by Entertainment Publications.
- **Existing and new enquiries**: All enquiries you raise on your account will continue to be investigated and resolved in line with agreed timelines.
- **Financial hardship and payment arrangements:** If you have spoken to us about financial hardship or have a repayment arrangement in place with us, there is no change

to your current arrangement. Please be assured we will let you know if there is any change to your current arrangement.

What you need to do

- **Update recurring payments:** Update any recurring payments linked to this credit card before 18 November 2026 to avoid interruptions to your services.
- **Closing your account:** If you would like to close your account before 18 November 2026, you can do so via online banking or the HSBC mobile app. To access via the app, log on, select your credit card account > 'Manage account' > 'Close credit card account'. Please ensure your balance is brought to $0 and there are no pending transactions or interest charges.
- **Contact us if you're concerned about repayments:** If you're concerned about making your repayments going forward, get in touch right away. We can help you find a solution. Refer to hsbc.com.au/help/money-worries for more information, which details how you can make a financial hardship application.
- **Chargebacks and unauthorised transactions:** If you become aware of an incorrect, unauthorised or mistaken transaction on your account after 18 November 2026, you can still contact us in relation to that transaction.

Stay informed

For the latest information and Frequently Asked Questions, visit our HSBC Australia website hsbc.com.au/help/important-notices/.

Customer service and ways to bank with us

Our customer service teams will remain available to support you through this time.

Online: You can continue to self-service through HSBC Australia online banking or our mobile app. To get the app visit https://www.hsbc.com.au/ways-to-bank/mobile-banking/.

Branches: Please visit our website to get the latest updates on your closest available branch.

Phone: You can call us on 132 152 (+61 2 9005 8511 if calling from overseas).

For other ways to contact us please visit https://www.hsbc.com.au/help/contact/.

Extra Care Support

If you need additional support:

- If you're deaf, hard of hearing or have any other communication difficulty, you can contact us through the National Relay Service.

- If English isn't your first language, just say "I need an interpreter" when you contact us.

For more information on how we can offer extra care support when you need it, please visit https://hsbc.com.au/help/extra-care/.

Please note that we'll be experiencing higher enquiry volumes in the coming weeks and wait times may be longer than normal. We greatly appreciate your patience and cooperation throughout this process.

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/
- 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 hsbc.com.au/help/security-centre/fraud/ for more information.