



Changes to HSBC Premier in Australia

We previously informed you that HSBC will be closing its retail banking business in Australia.

What you need to know

- Your Australian Premier status will remain unchanged until the Australian retail banking business is closed regardless of changes to your product holdings and balances.
- You'll retain access to Global View and Global Transfers if you have HSBC accounts in other markets so you can easily send funds between your linked, same named HSBC accounts.
- We'll be increasing the maximum daily limit from USD100,000 to USD400,000 for Global Transfers out of your HSBC Australia accounts in the coming weeks. You'll get communications about this shortly.
- Your Australian and Global Premier status will remain unchanged until the Australian retail banking business is closed regardless of changes to your product holdings and balances.
- For customers with HSBC accounts outside Australia, your Global Premier status will continue until 30 June 2028. This is regardless of whether you meet the specific qualifying criteria in your other HSBC markets. This Global Premier status will continue beyond this date provided you meet the eligibility Premier criteria in at least one of those other markets. If you have international needs outside Australia, HSBC Premier is available in other countries and territories.
- You'll retain access to Global View and Global Transfers if you have HSBC accounts in other markets so you can easily send funds between your linked, same named HSBC accounts.
- We'll be increasing the maximum daily limit from USD100,000 to USD400,000 for Global Transfers out of your HSBC Australia accounts in the coming weeks. You'll get communications about this shortly.

What you need to do

- Look out for other communications from us about changes to the HSBC products you hold. These will include specific information about what you need to know and what you need to do.
- If you'd like to find out more about global HSBC Premier services outside Australia, including how to establish new Premier banking relationships within the HSBC Group, please visit www.internationalservices.hsbc.com



Stay informed

For the latest information and Frequently Answered Questions, visit our HSBC Australia website <https://www.hsbc.com.au/help/important-notice/>.

Customer service and ways to bank with us

Our Premier customer service teams will remain available to support you through this time, including access to your Australia Relationship Manager (if applicable for you), and our Premier Banking Team on 1300 301 168 (+61 2 9005 8192 if calling overseas).

Online: You can continue to self-service through your banking app and online banking.

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

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 will 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 <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.