HSBC

IMPORTANT INFORMATION

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Premier

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Key information

There's no immediate action required from you. For now, your Premier benefits will continue to operate under the existing terms and conditions. We'll contact you in advance if any future change affects you and we'll explain what it means and any action you may need to take.

Premier account status

How will the changes to HSBC Australia affect my Premier status?

Your Australian Premier status will remain unchanged until the Australian retail banking business is closed regardless of changes to your product holdings and balances

What happens if I move money from my HSBC Australia deposit accounts dropping my total balance below the AUD 150,000 eligibility threshold?

No matter how your products or account balances change during this time, your HSBC Australia Premier status will stay the same until the HSBC Australia retail business closes.

Your Australian Premier benefits will also stay the same, unless we tell you otherwise.

Are there any changes to Premier eligibility?

The rules to qualify for HSBC Premier in Australia haven't changed.

However, because of changes to HSBC's retail business in Australia, we aren't opening new accounts, upgrading customers to Premier, or downgrading existing Premier customers.

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If you're already an HSBC Australia Premier customer, you'll keep your Premier status during the wind-down period, even if your accounts or products change.

Will I still be upgraded to Premier status if I meet the Premier criteria requirements?

We're no longer upgrading customers to Premier status.

Can I open a new Premier account in Australia?

No. HSBC Australia is in the process of closing its retail banking business. We're no longer offering new transaction or savings accounts, including term deposits.

Will I keep my Global Premier status once my HSBC Australia accounts are closed?

If your Premier status is based on your relationship and holdings with HSBC Australia, we'll extend a Global Premier exemption. This will protect your Premier status across the HSBC Group until 30 June 2028.

This exemption gives you time to connect with another HSBC market of your choice. You can then understand and meet that market's Premier qualifying criteria, to keep your Premier status after 2028.

Can I open a new Premier account outside Australia?

Yes. If you're a qualified Premier customer in Australia, you can still open new Premier accounts in other markets where HSBC Premier is available.

For more information, visit the HSBC International Services Premier page.

If you already bank with HSBC in another country or territory, that HSBC market may be able to support your ongoing needs.

Cards & Home loan packages

Will my Premier Home Loan Package discount be impacted?

Your Premier Home Loan Package discount, and the package benefits, will continue under the current HSBC Terms & Conditions. After the transfer, Pepper Money will manage and service these loans.

If we change the Terms & Conditions, we'll tell you in advance, in line with our usual communication practices.

For more information, please read the Home Loan communications we've sent you.

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Can I keep using my Premier Mastercard?

The last day you can perform transactions on your credit card account (e.g. purchases, cash advances or recurring payments) is 17 November 2026.

For more information, please read the Credit Card communications we've sent you.

Moving Money

Will I still have access to Global View and Global Transfers?

Yes. 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.

From 20th August 2026 we'll increase the Global Transfers payment limit to USD 400,000. This will help you move funds to your other accounts within the HSBC Group.

Help

Will I lose my Premier Relationship Manager?

You can continue to liaise with your existing Relationship Manager if you have one assigned, otherwise you can contact our Premier Service team for assistance. We'll let you know if this changes.

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