HSBC

Important information about the transfer of your HSBC Personal Credit Line

We'd like to provide you with more information about the transfer of your Personal Credit Line to Pepper Money, which is expected to take place in the first half of 2027, subject to regulatory approval.

This letter provides further explanation about some of things that will be staying the same, any changes to your Personal Credit Line or the way you use your account and the steps you can take now which can help prevent disruptions, and the protections available to you after the transfer.

We'll contact you again before the transfer with details of timing and any further actions you may need to take.

What you need to know now

Your interest rate, fees and repayments won't change as a result of the transfer.

Pepper Money has advised that when your Personal Credit Line is transferred it will not be moved to one of its existing products.

Your existing HSBC interest rate, fees, repayment amount and repayment frequency you have with HSBC will not change as a result of the transfer to Pepper Money.

Pepper Money will manage your Personal Credit Line once it's transferred from HSBC. After this, any changes will be made by Pepper Money in line with your Personal Credit Line agreement.

What you need to do now

If your account has a credit balance

If your Personal Credit Line currently has a credit balance, this amount can't be transferred to Pepper Money.

Please transfer these funds to another account before the transfer date.

Further information will be provided ahead of the transfer date about what will happen to any credit balances and any action you need to take.

Update your income payments

When your Personal Credit Line transfers to Pepper Money, your account number will change.

If you have regular payments being made into your Personal Credit Line (such as salary, wages, pension, share dividends or rental income or other benefits), you should consider redirecting these payments to another account before your Personal Credit Line transfers to Pepper Money. This will help prevent disruption to these payments.

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Update your Direct Debits

As mentioned above, when your Personal Credit Line transfers to Pepper Money, your account number will change.

If you use your Personal Credit Line as the account for payments to be debited under any Direct Debit you have set up with other organisations (such as utility providers, telecommunications companies or subscription services) you should consider updating the nominated account under that Direct Debit arrangement to another account or changing to a different payment method. You should do this before your Personal Credit Line transfers to Pepper Money. This will help prevent disruption to these payments.

If you don't do this, these payments will be declined after your Personal Credit Line transfers to Pepper Money and you may incur a dishonour fee or other penalties including interruption of the relevant service.

Your HSBC debit card

If you currently have a HSBC debit card linked to your Personal Credit Line, you can continue to use it until your Personal Credit Line transfers to Pepper Money.

We'll contact you in the coming months with more information and any actions you will need to take when your Personal Credit Line transfers to Pepper Money, including when you'll need to stop using your HSBC debit card and information about the replacement debit card Pepper Money will provide you.

Important information

Your consumer protections

Both HSBC and Pepper Money are licensed credit providers, regulated under the National Credit Code and overseen by ASIC, **which means broadly similar levels of protections in relation to responsible lending, hardship assistance and dispute resolution.**

The main difference is that HSBC is a bank, supervised by APRA as an Authorised Deposit-taking Institution (ADI), with eligible deposits covered by the Government's Financial Claims Scheme (FCS). Pepper Money isn't a bank and doesn't take deposits. They're not supervised by APRA and therefore the FCS doesn't apply.

What to do if you're experiencing hardship

If you're experiencing financial difficulty, you'll continue to have access to hardship assistance after the transfer, in line with Australian consumer credit laws. Furthermore, Pepper Money will continue to honour any existing arrangements you have with us at transfer.

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About the different industry Codes

HSBC follows the Banking Code of Practice (BCOP), which is independently monitored by the Banking Code Compliance Committee. Once your loan transfers, Pepper Money's equivalent is the AFIA Finance Industry Code of Practice (AFIA Code), which is independently monitored by the Australian Finance Industry Association Code Compliance Committee. **Both provide similar standards for customer treatment, clear communications and support.**

The main difference is that the BCOP has been formally approved by ASIC and the customer protections under BCOP are legally binding on HSBC. HSBC has also affirmed its commitment to these protections through the terms of its customer contracts. While the AFIA Code is not contractually enforceable in the same way as BCOP, its protections are reflected in Pepper Money's contracts. This means that after the transfer, you'll receive the protections under the AFIA Code and Pepper Money's terms, instead of BCOP.

How to deal with unauthorised transactions, mistaken payments, scams and fraud

If you notice an unauthorised transaction, a mistaken payment, or believe you've been the victim of a scam or fraud relating to your account, you should contact us straight away.

This is covered under the ePayments Code, which HSBC subscribes to, and HSBC's terms and processes reflect these requirements. Pepper Money isn't an ePayments Code subscriber. While not identical to the ePayments code, you'll still have protections under Pepper Money's terms and conditions, including a formal process to investigate and resolve issues (including for unauthorised and mistaken payments). Visa chargeback may also be available.

Continued protection of your personal information

Your personal information will continue to be protected under the Privacy Act and will be handled in line with Pepper Money's privacy policy once the transfer takes effect.

More information

For more information about your personal credit line, consumer protections and what to expect during the transfer, visit the Important Notices page on the HSBC Australia website.

We're here to help

Our customer service team remains available to support you. You can continue to use the HSBC Mobile Banking app, online banking or your local branch.

Phone: 1300 308 008 (+61 2 9005 8220 from overseas).

Premier customers: 1300 301 168 (+61 2 9005 8192 from overseas).

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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.

Stay alert. Keep your money safe from scams.

Scammers may take this opportunity to contact you pretending to be from HSBC or Pepper Money.

- Be suspicious if you're unexpectedly asked to move money or act urgently.
- If you receive a call claiming to be from HSBC, use Call Verify in the HSBC Mobile Banking app
- Contact HSBC only through official channels listed on its website or in the app.
- Never share your PIN, passwords or security codes with anyone, even if the caller says they are from HSBC or Pepper Money.

Yours sincerely,

HSBC Australia