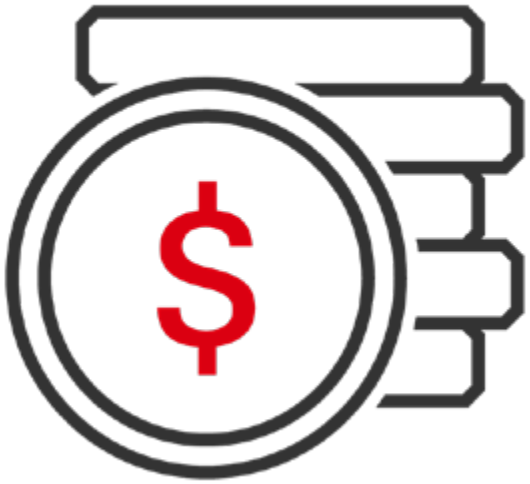
HSBC

IMPORTANT INFORMATION

Published: 16 November 2026

Personal Credit Line transfers



Key Information

As previously advised, subject to regulatory approval, your Personal Credit Line is expected to transfer to Pepper Money in the first half of 2027. Here are some actions you need to take now, explained below:

What you need to do now

- If your Personal Credit Line has a credit balance, arrange to transfer the funds to another account.
- If you have regular income payments paid into your Personal Credit Line, we recommend you arrange for future deposits to be made into another account.
- Update any recurring Direct Debits linked to your Personal Credit Line with another account.

Nothing else changes for now, including your debit card. We'll contact you before anything else changes. and any further action you may need to take.

Credit balances

What you need to do

- Move any credit balances you have to another account.

What do I need to do if my Personal Credit Line has a credit balance?

If your Personal Credit Line currently has a credit balance, now's the time to arrange to move those funds to another account.

Why do I need to move the money?

Pepper Money is a lender, not a deposit-taking institution. This means we cannot transfer credit balances to Pepper Money. You will need to move the funds to another account.

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HSBC

What happens if I still have a credit balance closer to the transfer?

We will contact you before the transfer if money remains in the account and explain what happens next, including whether you need to take any further action.

Salary, wages and other regular income payments

What you need to do

- Consider redirecting these regular income payments to an alternative account.

What do you mean by regular income payments?

These are payments you receive in your account regularly such as your salary or wages from your employer, Centrelink payments such as pension or other benefits you receive, share dividends or rental income.

Why should I change where my regular income payment is paid?

Changing the account now, well before the transfer date, will help ensure there is no disruption to these payments when your Personal Credit Line transfers to Pepper Money as your account number will change.

Recurring Direct Debits

What you need to do

- Contact each organisation that takes a recurring Direct Debit from your Personal Credit Line and provide another payment method.
- Please update the details as soon as possible to reduce the risk of missed or declined payments.

How can I check which Direct Debits are linked to my account?

Contact HSBC and one of our representatives can help you identify recurring Direct Debits on your account. Please use the contact details in your transfer communication.

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Debit cards

What you need to do

- Nothing yet. Continue using your HSBC debit card as usual for now.
- We will contact you before the transfer with information about when the HSBC card will stop working and when to expect a replacement card.

Will my HSBC debit card continue to work after the transfer?

Your HSBC debit card will stop working after the transfer.

Will I receive a replacement debit card?

Yes. Pepper Money will provide a replacement debit card after the transfer. We will provide more information about when to expect it and whether you need to do anything.

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