HSBC

Important information about the transfer of your HSBC Personal Loan

We'd like to provide you with more information about the transfer of your loan 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 things that will be staying the same, how to keep making repayments and the protections available to you after the transfer.

You don't need to do anything now. We'll contact you before the transfer to let you know what you need to do and when.

What you need to know

Your interest rate, fees and repayments won't change because of the transfer.

Pepper Money has advised that when your loan 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 loan once it's transferred by HSBC. After this, any changes will be made by Pepper Money in line with your loan agreement.

Making your repayments

Direct Debit

We're working with Pepper Money so your existing Direct Debit arrangement will be passed onto Pepper Money and those arrangements will continue as usual after your loan transfers.

If your repayments are currently made from an HSBC transaction or savings account, these will also continue until we notify you of any changes to our transaction or savings accounts as part of the wind-down of our retail banking business.

To set up or change your Direct Debit before the transfer, please complete and return the HSBC Personal Loan Direct Debit Request form which you can find in the Help & Support > Find a form > Personal Loan Forms section on our website. After the transfer, you need to contact Pepper Money to set up a new Direct Debit or make changes to existing Direct Debit.

Closer to the transfer date, we'll send you a separate notice explaining how your Direct Debit arrangement will move to Pepper Money and whether you need to do anything.

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BPAY®

You can continue making BPAY® repayments as usual for now. Please allow enough time for your payment to be received and processed.

The BPAY® code currently used for your loan is 17772. We'll let you know before the transfer if there are any changes to this biller code or your reference number for repayments.

Pay Online, Pay in Person (via an HSBC Branch), Pay by Mail

These payment options will remain available until further notice. You can continue to access and manage your repayments online and through online or mobile banking.

Before the transfer, we'll provide more information about how these services will work with Pepper Money and whether you need to set anything up.

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.

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 Australian 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).

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 loan, 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).

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.

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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

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