THIS NOTICE OF CHANGE TO THE HSBC PERSONAL DEPOSIT ACCOUNTS COMBINED FINANCIAL SERVICES GUIDE AND PRODUCT DISCLOSURE STATEMENT WITH TERMS AND CONDITIONS DATED 26 FEBRUARY 2018 IS EFFECTIVE 1 JULY 2019

FROM 1 JULY 2019 THE FOLLOWING CHANGES WILL TAKE EFFECT:

Changes throughout the document
• All references to “Code of Banking Practice” are changed to “Banking Code of Practice”.
• All references to “Financial Ombudsman Service” are changed to “Australian Financial Complaints Authority”.
• All references to “FOS” are changed to “AFCA”.

Changes to “Everyday Global Account Product Schedule” (page 8)
The second bullet point is deleted and replaced with:
• Unlimited electronic transactions including access to ATMs with no charge from HSBC in Australia and across HSBC Group except ATMs in Argentina, Brazil, France, Malta, Mexico, New Zealand and Turkey. Non HSBC branded ATMs may also charge an ATM operator fee.

Changes to “Premier Children’s Savings Account Product Schedule” (page 17)
• The words ‘The Account is available to children of Premier customers, who are aged up to and including 25 years. Once the child reaches the age of 26 years, we can convert the Account to another kind of HSBC account, in our absolute discretion’ is deleted and replaced with ‘The Account is available to children of Premier customers, who are aged up to and including 28 years. Once the person reaches the age of 29 years, we can convert the Account to another kind of HSBC account, in our reasonable discretion’

• The existing “Account structure” table is deleted and replaced with the following:

<table>
<thead>
<tr>
<th>Age of child</th>
<th>Opened by HSBC Premier customer as trustee for the child</th>
<th>Opened as a joint account in the name of the child and parent or guardian who holds HSBC Premier status</th>
<th>Opened in child’s name alone</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-11</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>12-15</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>16-28</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Changes to section headed “If you have a complaint or query” (Page 32)
• The words “Financial Ombudsman Service Limited (FOS) telephone 1800 367 287, www.fos.org.au” is deleted from the second paragraph and replaced with “Australian Financial Complaints Authority, telephone 1800 931 678, info@afca.org.au or www.afca.org.au”.


PART B: ACCOUNT TERMS

Changes to clause 17 “Facsimile & Email Instructions Indemnities” (page 57)

- Sub-clause 17.1 is deleted and replaced as follows:

  17.1 If you provide us with either Facsimile Instructions or Email Instructions you agree to indemnify us and hold us harmless against any and all claims which you or any third party may have against us for any damage, loss, cost or expense which you or a third party may suffer or incur (whether directly or indirectly and whether foreseeable or not) as a result of or in connection with:

  (a) us acting upon any instructions sent by a facsimile or email purporting to be from you or persons authorised by you from time-to-time and we have no reasonable reason to think those instructions are not legitimate; or

  (b) us not acting upon any instructions sent by facsimile or email purporting to be from you or persons authorised by you from time to time, where we have a reasonable reason to think those instructions are not legitimate.

  (“Instructions Indemnity”)

Changes to Clause 23 “HSBC Premier Cash Management Account Special Terms and Conditions” (page 63)

- In clause 23.1 the words “Day to Day Account” is deleted and replaced with “Everyday Global Account”

Changes to Clause 24 “PowerVantage Cash Management Account Special Terms and Conditions” (page 63)

- In clause 24.1 the words “Day to Day Account” is deleted and replaced with “Everyday Global Account”

PART C: BANKING ELECTRONICALLY TERMS

Changes to Clause 7 “Telegraphic Transfers” (page 72)

- Clauses 7.10 and 7.11 are deleted, with new clause 7.10 inserted as follows:

  7.10 We may send any TT either literally or in cipher and we accept no responsibility for any loss, delay, error, omission or mutilation, which may occur in the transmission of any message and is outside of our reasonable control, or for its misinterpretation when received.

The remaining clauses are re-numbered accordingly.

Changes to Clause 10 “Access to the Phone Banking Service” (page 73)

- Clause 10.2 is deleted and replaced as follows:

  10.2 You agree that HSBC may reasonably delay acting upon an Instruction or reasonably ask for more information before acting on an Instruction.

Changes to Clause 17 “Liability for Unauthorised EFT Transactions” (page 85)

- In clause 17.5 the words “Effective from 17 April 2013,” are deleted and the word “you” is changed to “You”.

Changes to Clause 19 “Cards” (page 88)

- The following sentence is inserted at the end of clause 19.4:

  You can also set up or change your PIN in Online Banking once you have received and activated your Debit Card.
PART D: GENERAL TERMS

Changes to Clause 6 “Costs and Expenses” (page 97)
- In clause 6.1 the words “(including legal fees on a full indemnity basis)” are deleted and replaced with “(including our reasonable legal fees)”.

Changes to Clause 10 “Miscellaneous” (page 100)
- Clause 10.7 is deleted and replaced as follows:

10.7 Both you and we will not be liable to each other for any of the following losses or damages (whether you or we knew or could foresee any of these losses or damages):
   a) loss of revenue;
   b) loss of actual or anticipated profits;
   c) loss of the use of money;
   d) loss of anticipated savings;
   e) loss of business;
   f) loss of opportunity;
   g) loss of goodwill;
   h) loss of reputation; or
   i) any indirect, consequential or tortious loss or damage however caused

Changes to Clause 11 “Law and Jurisdiction” (page 101)
- Clause 11.1 is deleted and replaced as follows:

11.1 The Terms and Conditions shall be governed in accordance with the laws in force in the State or Territory of Australia where you first opened your account, otherwise in accordance with the laws in force in New South Wales. We will enforce these Terms and Conditions in the State or Territory of Australia of your address that you last notified us, and you irrevocably submit to the courts of that jurisdiction.

Changes to Clause 7 “Financial Ombudsman Service” (page 105)
- Clause 7.2 and 7.3 is deleted with new clause 7.2 is inserted as follows:

7.3 You can contact AFCA as follows:
   Australian Financial Complaints Authority
   M: GPO Box 3 Melbourne VIC 3001
   T: 1800 931 678
   E: info@afca.org.au
   W: www.afca.org.au

PART E: DISPUTE RESOLUTION

Changes to Clause 10 “Financial Claims Scheme” (page 107)
The words “APRA website at: http:/www.apra.gov.au and the APRA hotline on 1300 13 10 60” is deleted and replaced with “Financial Claims Scheme website at www.fcs.gov.au or the Financial Claims Scheme hotline 1300 55 88 49”.
NOTICE OF CHANGE:

Important Message for HSBC Personal Deposit Account Customers

The following changes are made to the “Personal financial services charges – your guide 26 February 2018” which forms part of “Personal Deposit Accounts Combined Financial Services Guide and Product Disclosure Statement with Terms and Conditions 26 February 2018” effective 1 July 2019:

Changes throughout the document

• All reference to “ATM withdrawals (HSBC and non-HSBC)” are changed to “ATM Withdrawals”

• All reference to “ATM Operator Fees may be incurred at non-HSBC ATMs. See section 3.3” are changed to “ATM Operator Fees may be incurred at HSBC Group and non-HSBC ATMs. See section 3.3”

On the front page the date is changed to 1 July 2019.

On the Contents page under B: GENERAL SERVICE FEES AND CHARGES replace heading “3.3 Non-HSBC ATMs” with “3.3 HSBC Group and Non-HSBC ATMs”

On page 3 in point 2, “26 February 2018” is deleted and replaced with “1 July 2019”.

On page 5 under the section heading “1.1 Everyday Global Account” the words “Branch Withdrawal and transfers* ............$5.00” is deleted and replaced with “Branch Withdrawal and transfers* ............nil”

On page 6 under the section heading “1.2 Day to Day Account” the words “Branch Withdrawal and transfers# ............$5.00” is deleted and replaced with “Branch Withdrawal and transfers# ............nil”

On page 14 under the section heading “1.11 Foreign Currency Cash Management Account (no longer offered)” the words “Excess withdrawal fees –per transaction $10.00” is deleted and replaced with “Excess withdrawal fees –per transaction ........nil”

On page 15 under the section heading “1.12 Foreign Currency Savings Account (no longer offered)” the words “Excess withdrawal fees –per transaction $7.00” is deleted and replaced with “Excess withdrawal fees –per transaction ........nil”

On page 16 under the section heading “2.1 Car and Personal Loans (for loans prior to 8 April 2013)” and “2.1.1 HSBC Personal Loan (for new loans opened from 8 April 2013)” the words “Return Fee ..........$35” is deleted and replaced with “Return Fee ..........$5”

On page 21, the asterix (*) in the sub-heading “Telegraphic Transfers (TT) including Real Time Gross Settlement (RTGS)” is deleted.

On page 21 under the section heading “3.2 Outwards Transfers (sending money)” the words “* If the above transactions are paid for in the same foreign currency as the transfer than an additional 0.25% commission is charged (maximum $200.00)” is deleted.

On page 22 section “3.3 Non-HSBC ATMs” is deleted and replaced with

“3.3 HSBC Group and Non-HSBC ATMs

HSBC Group ATMs (in Argentina, Brazil, France, Greece, Malta, Mexico, New Zealand and Turkey) and Other ATM owners/operators may charge an ATM Operator Fee for withdrawals or balance enquiries at their ATMs.”