

FAQs:

HSBC Customer Redress Program

May 2026

Frequently Asked Questions

Background

HSBC has undertaken a dedicated customer redress program for certain retail banking customers impacted by frauds and scams.

This program was initiated by HSBC as part of our ongoing commitment to our customers and ensuring fair outcomes.

Below are some questions that will help you navigate the customer redress process.

FAQs

I received a notice that I am included in this program. What are the next steps?

If you are a HSBC customer, no action is required from you as we already have your details.

I am no longer a HSBC customer but I received a notice. What steps do I need to take?

If you are no longer a HSBC customer, instructions on next steps are included in the notice you received.

I have lost my notice. What are the next steps?

Please get in touch with our customer service team through our official channels, which can be found at <https://www.hsbc.com.au/help/contact/> and reference **WRA048**.

How do I know my letter is legitimate?

Please be careful of criminals who may take this opportunity to trick our customers into parting with their money or personal details.

If you have any concerns about the legitimacy of any communications from HSBC, please contact us through our official channels, which can be found at <https://www.hsbc.com.au/help/contact/>.

I was a victim of a scam and haven't received a notice.

The customer redress program is ongoing. If you don't receive a notice from HSBC, your scam event does not meet the requirements to be included in this program.