

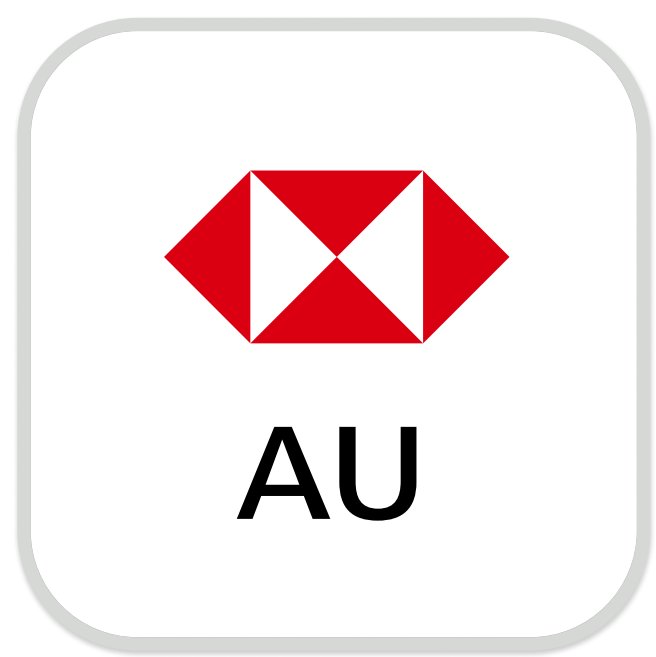
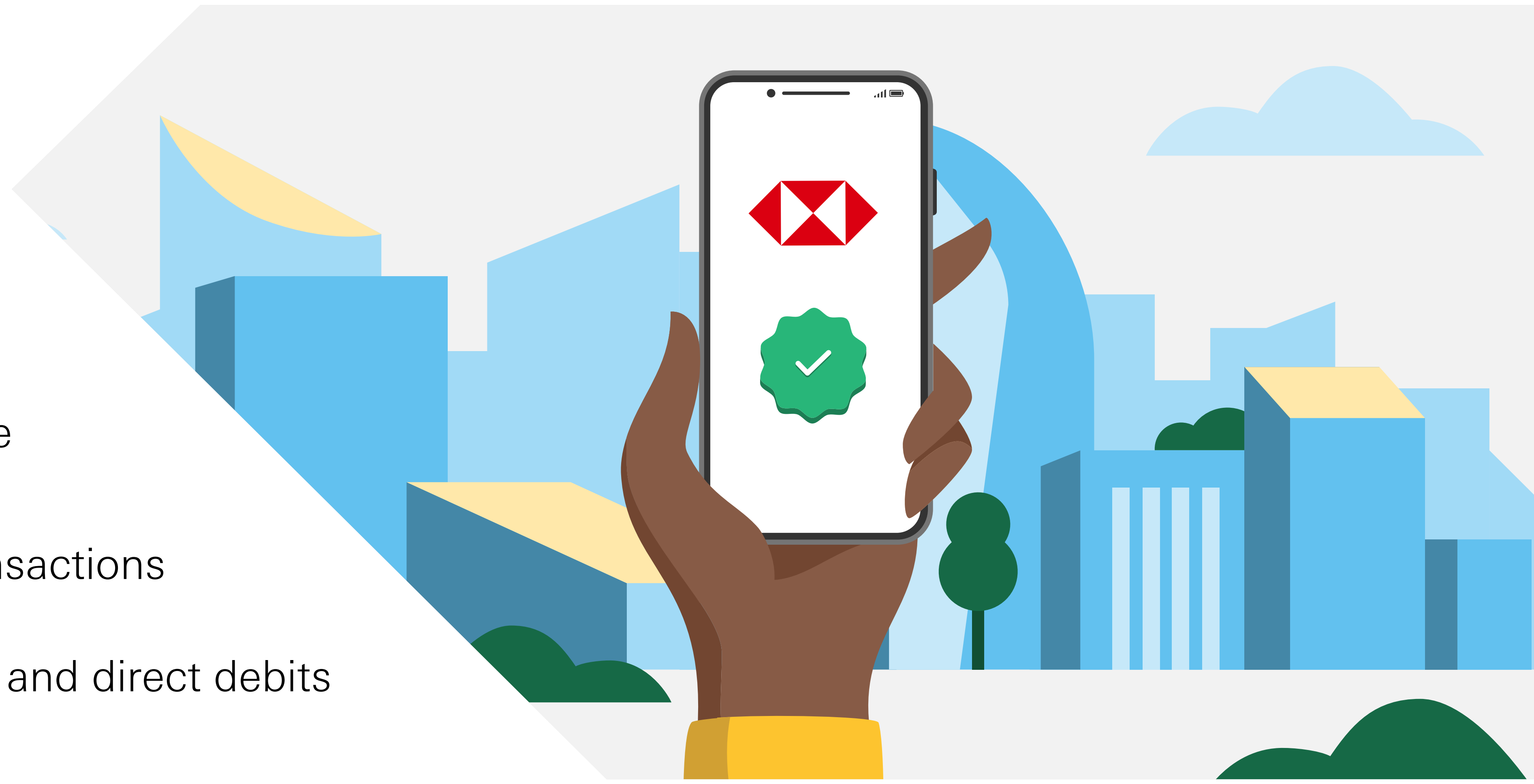
Your guide to HSBC Digital Banking



Closing your credit card

To close your account, please make sure your balance is \$0.00, and that you've:

- Cleared all outstanding balances and pending transactions
- Redeemed all rewards points
- Cancelled any recurring payments (such as BPAY) and direct debits
- Resolved any disputed transactions
- Stopped using your card



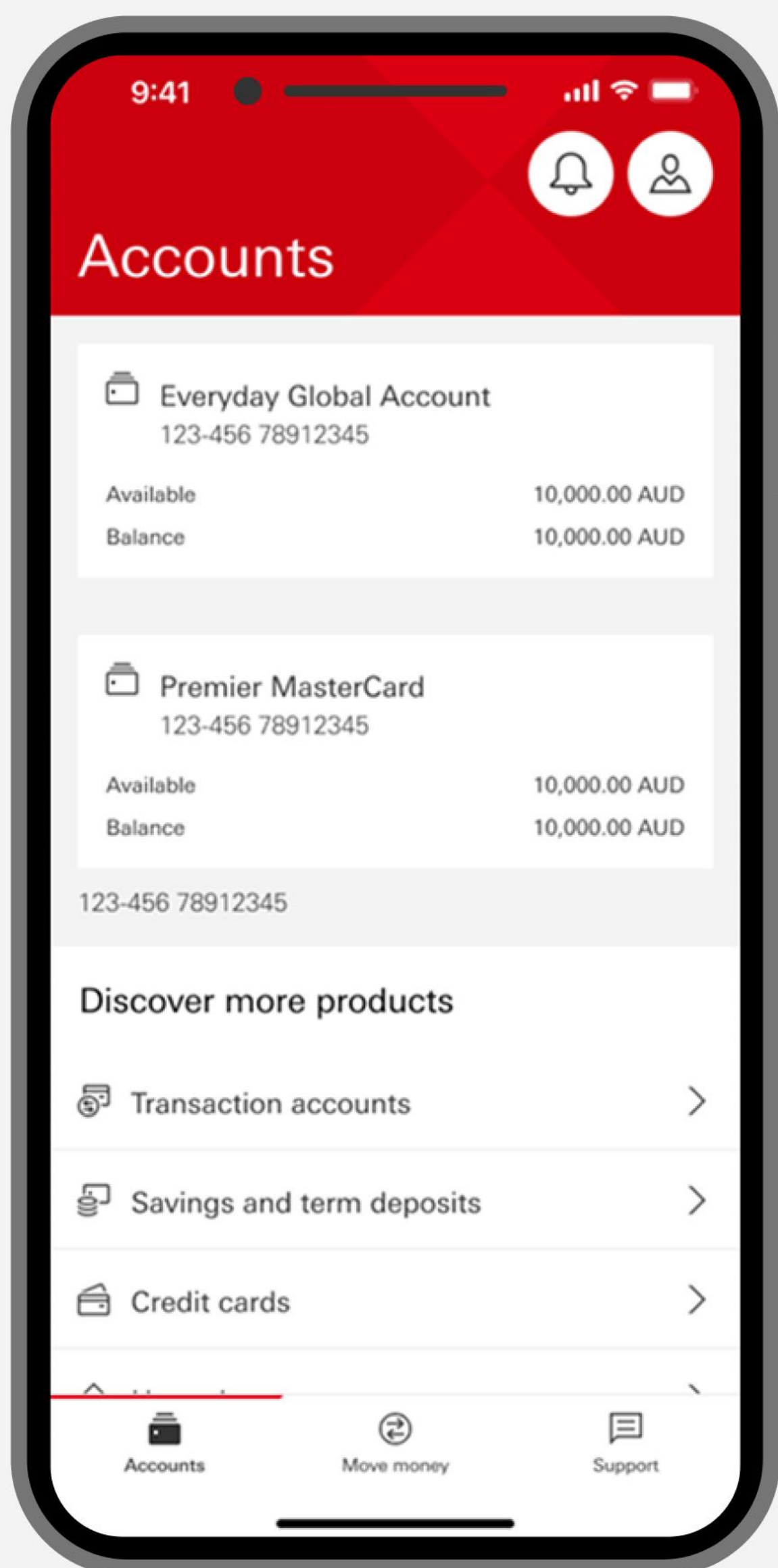
Download the HSBC Australia Mobile Banking app

To register for online banking using the app, you'll need:

- ✓ Your account number or 16-digit credit card number
- ✓ Your ID, eg. drivers licence or passport number
- ✓ Your mobile number

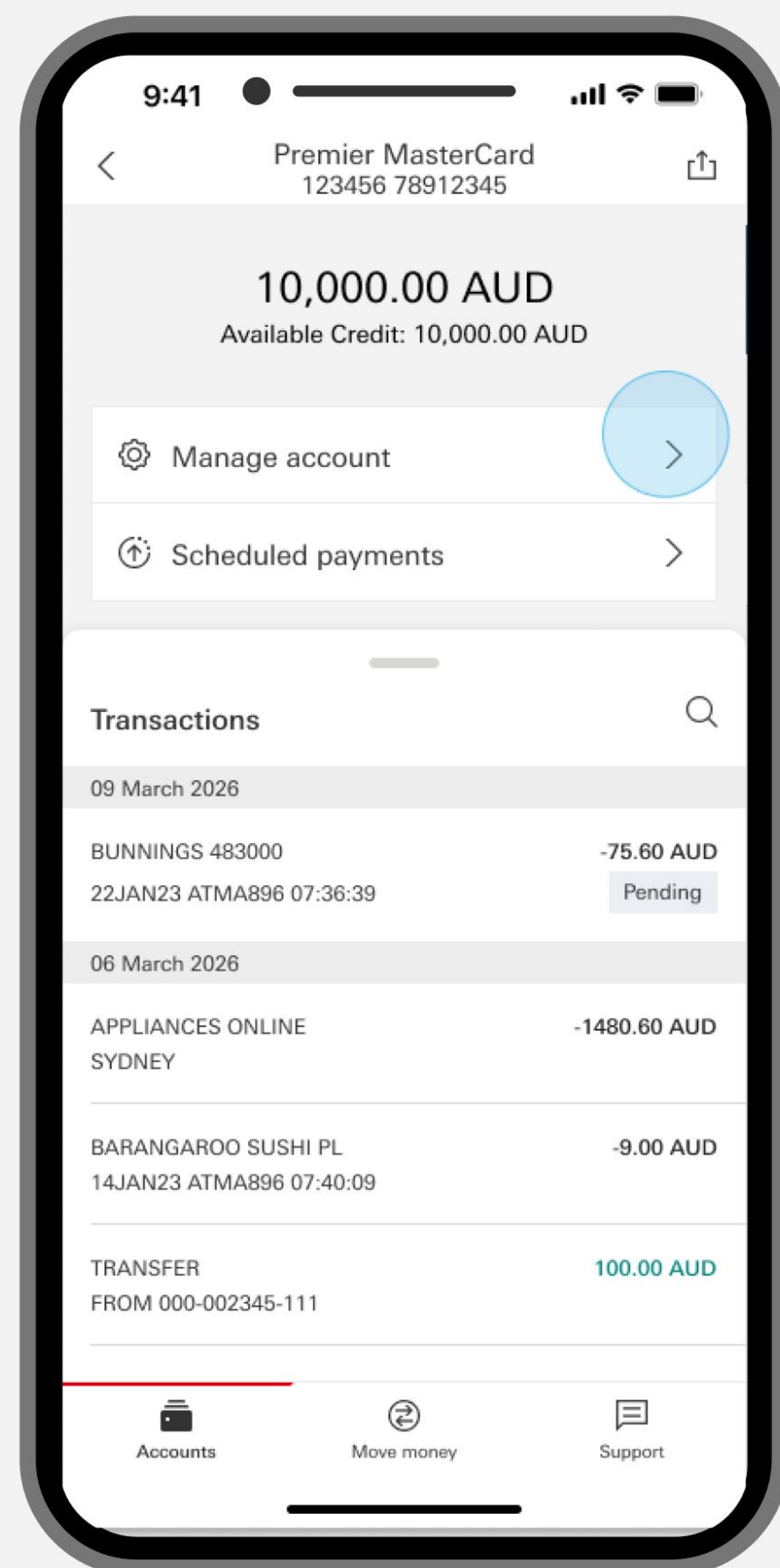
Your ID and mobile number should match your details in our records.

Open the app and select 'Register for online banking' to proceed.



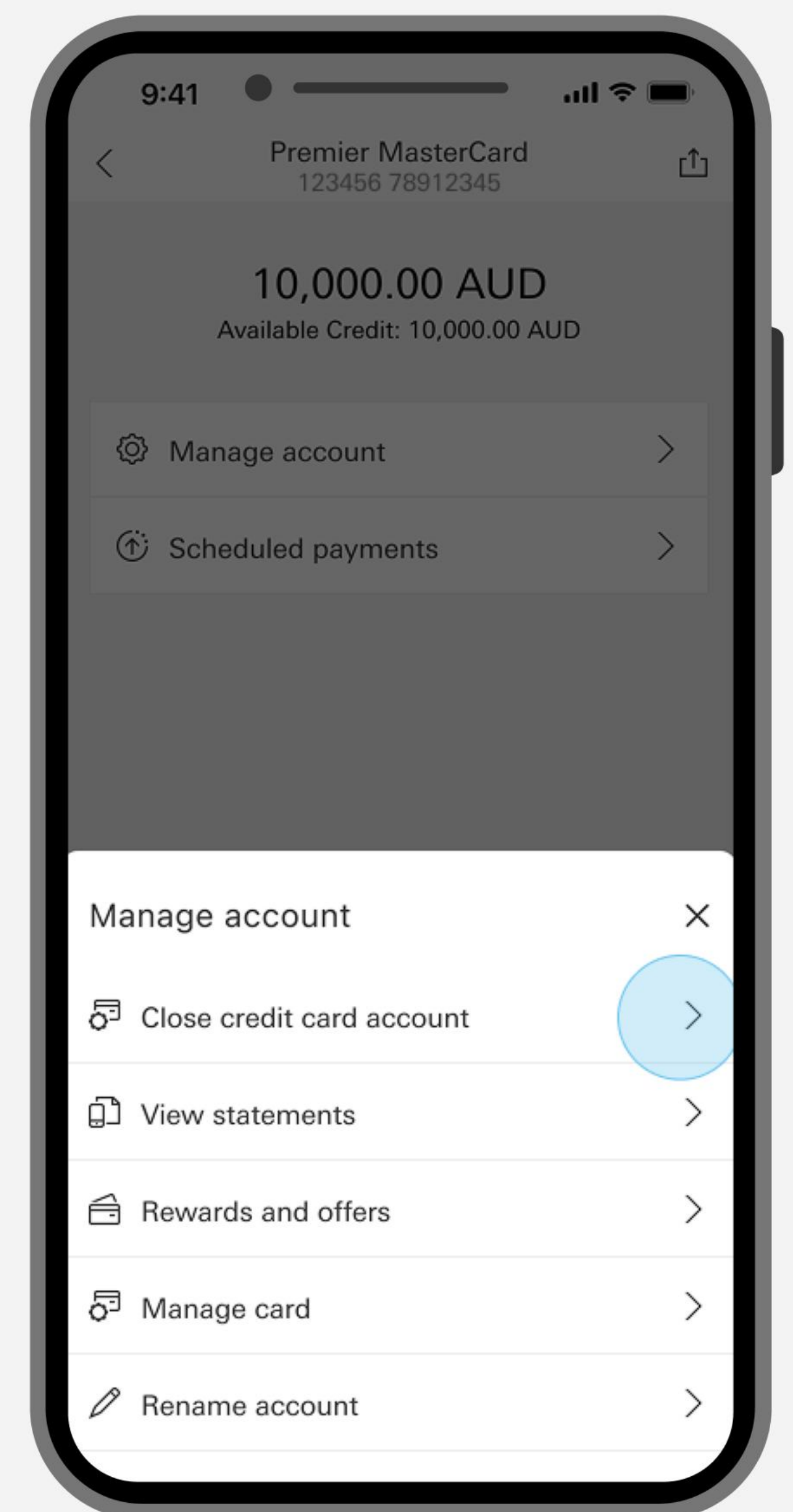
Step 1

Log on to the HSBC AU app and choose the credit card account you want to close.



Step 2

Select 'Manage account'.



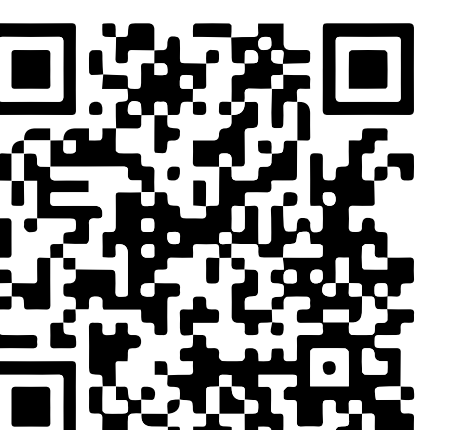
Step 3

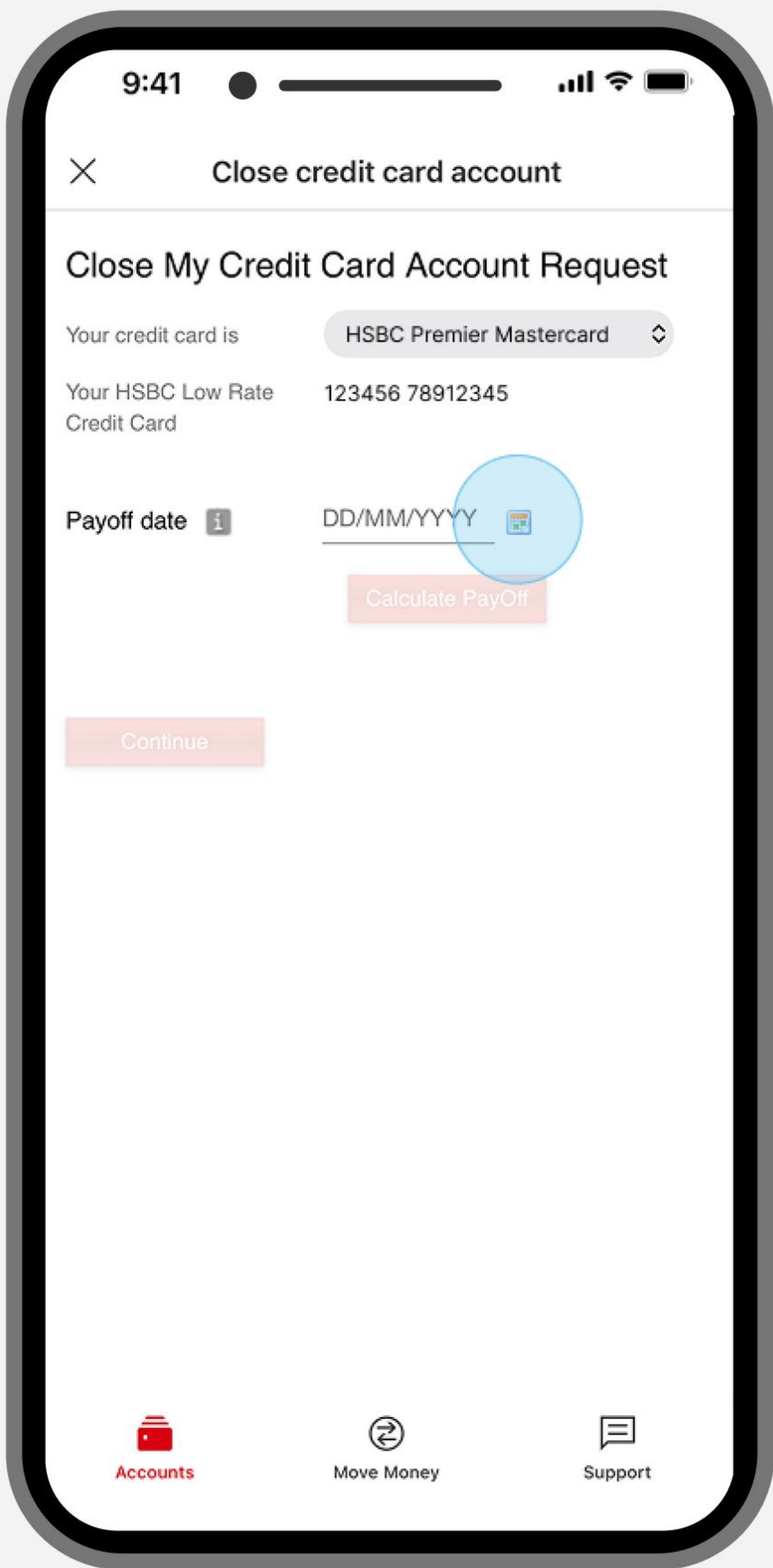
Select 'Close credit card account'.

We're here to help

Contact our friendly customer service team at 1300 308 008 or +61 2 9005 8220 if you're overseas.

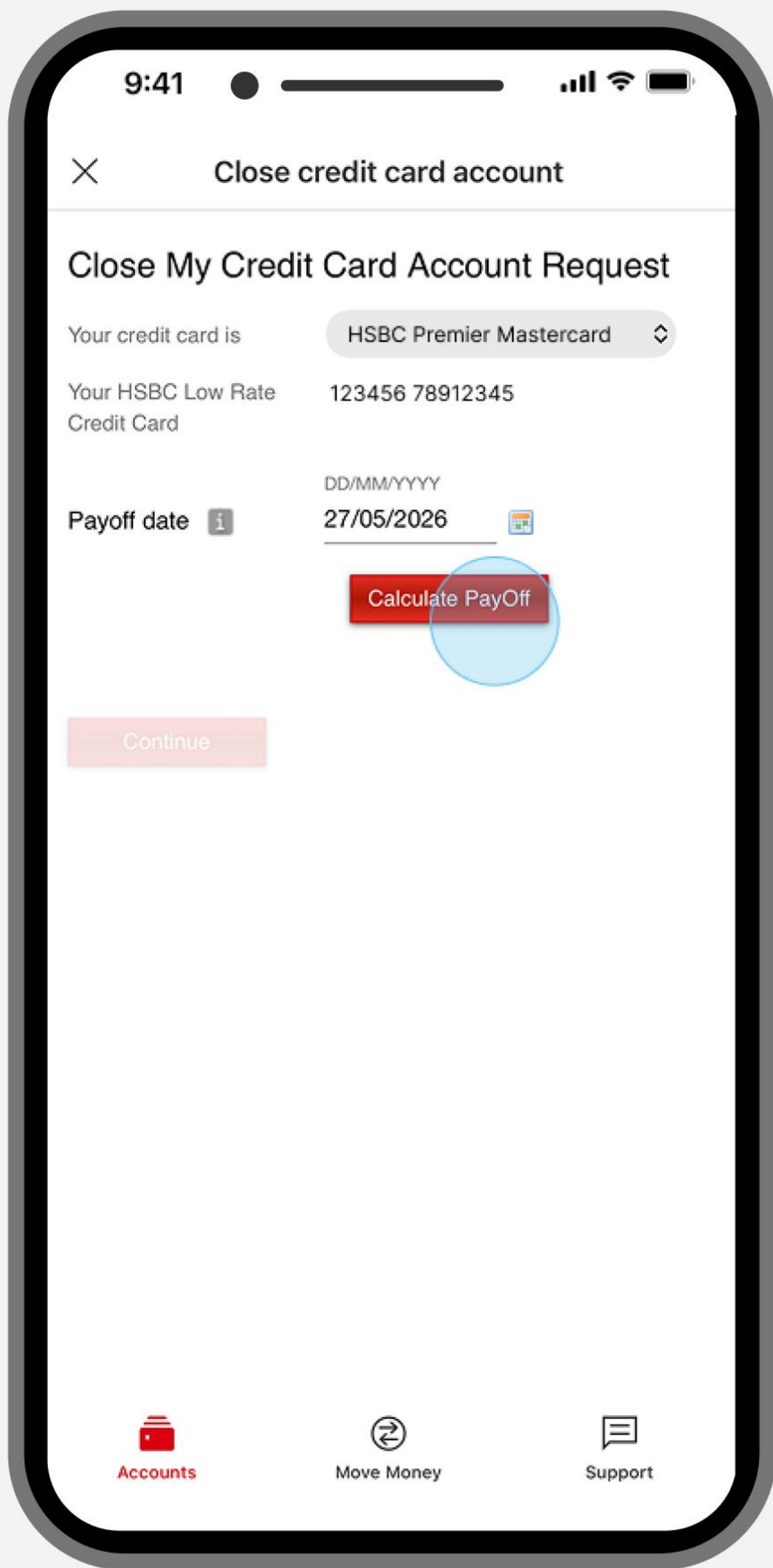
Download the HSBC Australia app via the App Store or Google Play.





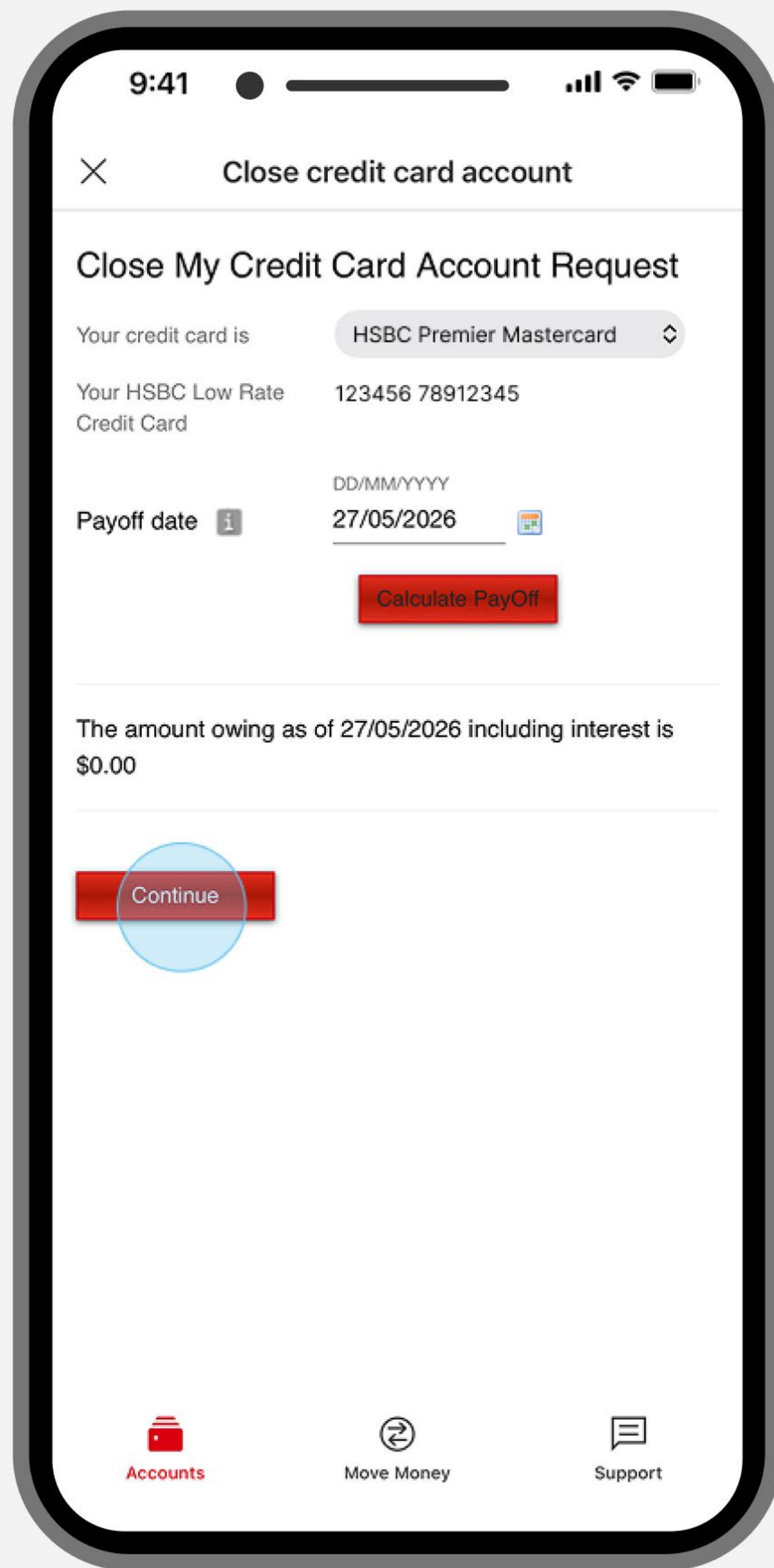
Step 4

Select the calendar icon and choose the payoff date. This date must be within the current statement period.



Step 5

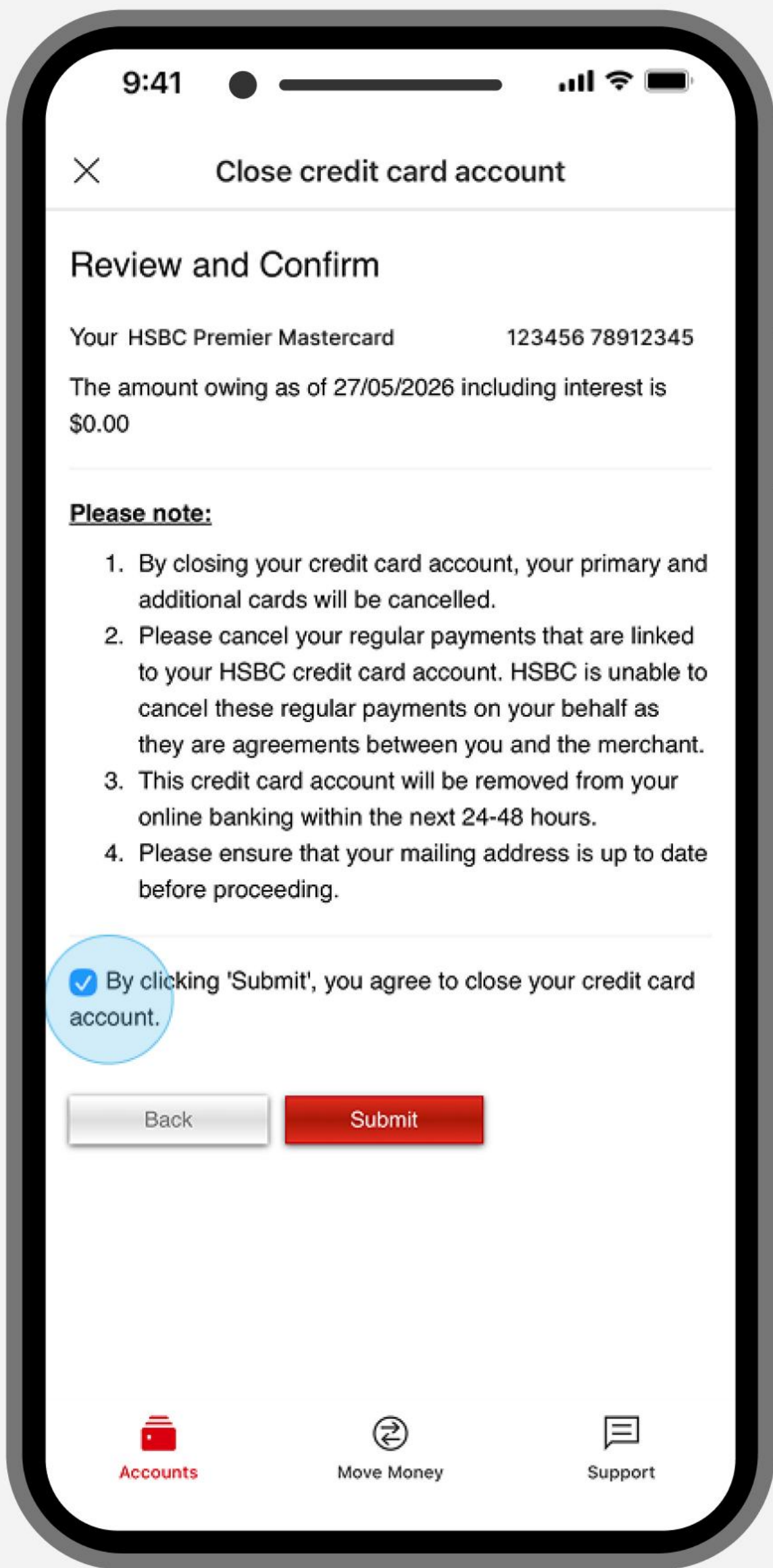
Select 'Calculate PayOff'.



Step 6

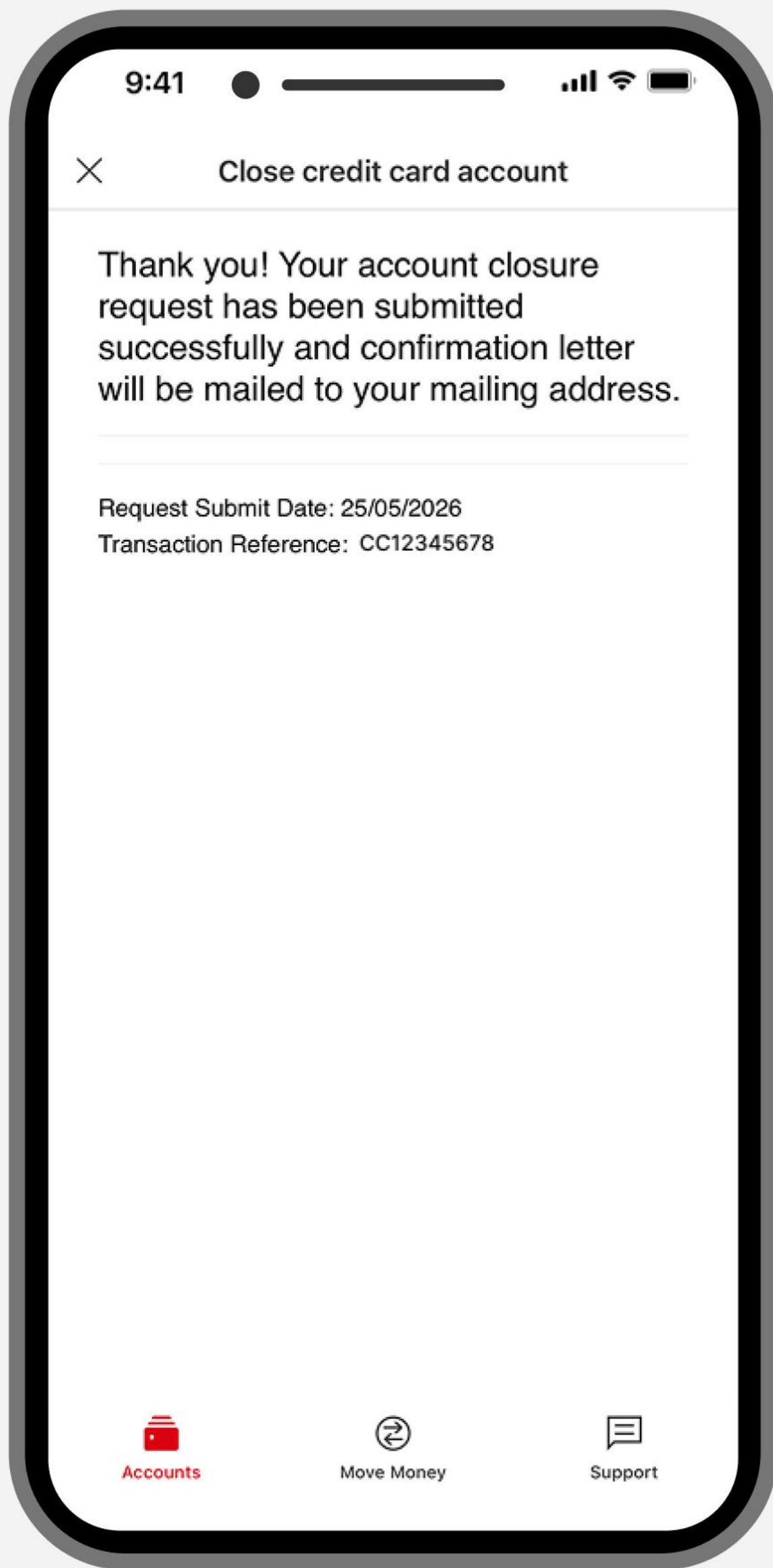
For accounts showing payment amounts of \$0.00, select 'Continue.'

If you have an outstanding balance, exit the screen and make the repayment. Once it's \$0.00, you can start again.



Step 7

Review and confirm the details shown are correct by checking the box. Then, select 'Submit'.



Step 8

Success! Your request has been received and we'll send a confirmation letter once the account has been closed.

