

## HSBC Bank Australia

### Information on exception fees and charges for retail banking

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#### 1 How we disclose and update our fees

##### Fee disclosure

You can find a list of our fees in our brochure entitled “Personal financial services charges – your guide”, available from [www.hsbc.com.au](http://www.hsbc.com.au) or by telephoning 1300 308 008. For credit products we also list the fees and charges in the terms and conditions for each product.

##### Updates to fees

We may alter our fees from time to time. When we make such a change we will notify you and will explain to you the nature of the new fee or fee increase and how it may affect the service we provide to you. Note that some changes in government-imposed fees will be publicised by the government rather than HSBC.

##### When fees are charged

The timing for different fees will vary. Details of when we charge you a specific fee can be found in your terms and conditions. It is important that you understand when a fee will be charged to you.

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#### 2 Information about specific fees

##### Unauthorised overdraft fees

These fees are charged when you withdraw more money from your transactional account than it contains, and your account terms and conditions do not permit you to overdraw. Some accounts have an overdraft limit in which case you will be charged a fee when you exceed that limit. Unauthorised overdraft fees comprise a flat fee plus an interest charge on the amount which has been overdrawn.

##### Dishonour fees

These fees apply when a transaction is made by cheque, automatic payment (eg, of personal or home loan repayments) or direct debit, but it is declined because there are insufficient cleared funds in the account from which money is to be withdrawn. Dishonour fees may apply for both inward and outward transactions. For example, cheques drawn by you (if you have insufficient funds in your cheque account) and cheques deposited by you (if the cheque drawer has insufficient funds in their account) may both result in dishonour fees being incurred.

In some circumstances HSBC may honour a direct debit or withdrawal request and overdraw the account (instead possibly triggering an unauthorised overdraft fee), as opposed to declining the transaction.

## **Excess limit fees**

These fees apply to credit card accounts when the unpaid balance of a credit card is in excess of your credit limit. A fee is incurred each time a transaction is made where the credit limit has been exceeded. The unpaid balance must be reduced below the credit limit in order for you to stop incurring excess limit fees.

## **Credit card late payment fees**

If you do not pay at least the minimum monthly repayment amount set out on your credit card statement by the stated due date, a credit card late payment fee will be payable on or after the due date.

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## **3 Tips about fees**

### **3.1 Minimising fees**

#### **Ensure you have the right account**

- Choose the most appropriate account for your transactional or savings needs. Review your banking habits and identify what you are being charged fees for. We can help you select an account that is best suited for your needs to help you minimise banking fees.
- Review the relevant *Terms and Conditions* and *Product Disclosure Statement*. These will help you understand the fees that may be charged in relation to your product.

#### **Plan your spending**

- Create a budget. Review your financial commitments and reconcile them with incoming funds to identify your overall spending limits.
- Check your balance regularly at an HSBC branch, an HSBC ATM, or by internet and phone banking and always operate within your account balance or credit limit.
- Be mindful of your direct debits and ensure that you maintain enough money in your accounts to accommodate these commitments.
- Reschedule payments if you know your balance will not cover the required debit amount.
- Keep a small balance in your account to cover unexpected payments or withdrawals.
- Check your account or credit card balance *before* making large purchases.
- Make sure you pay your credit card, personal loan and mortgage payments by the due date.
- Schedule regular payments for the day after your salary or other regular incoming funds are due to arrive in your account.

#### **Limit your transactions**

- HSBC offers accounts that provide a number of fee free transactions. Try to stay in this limit when transacting using those accounts.
- Use HSBC ATMs to make withdrawals and conduct balance inquiries. This will help you to avoid non-HSBC ATM fees.
- Reduce the number of transactions you make. For example, withdraw more cash from an ATM less often.
- Opt for an additional cash withdrawal when you use EFTPOS to make payments.

### **3.2 If you find yourself in financial difficulty**

If you find it difficult meeting your financial obligations, you should seek help by getting in contact with us as soon as possible. We will then be able to discuss with you various ways that may help you to overcome the financial difficulties you are facing.

You can also seek help from a financial counselor.