



## **Summary of Change made to the HSBC Transaction and Savings Accounts Terms dated 12 April 2021, effective on and from 26 November 2021**

### **Changes to “Everyday Global Account” (Pages 9 - 13)**

- On page 11, under superscript 7, reference to special clearance has been removed.
- On page 12, ‘online purchases’ has been added to the list of transactions that aren’t applicable for cashback.
- On page 12, the paragraph of ‘In some instances, due to merchant classification in payment processing, there could be some purchases that may or may not earn cashback. This is outside of our control, and we are unable to guarantee when and where this will occur.’ Has been added
- On page 13, under Children’s Account Structure, superscript 1 ‘\$1,000 maximum withdrawal per day (including ATM operator fee) for customers aged between 16-17 years inclusive’ has been removed.

### **Changes to “Day to day Account” (Pages 14 – 16)**

- On page 15, under superscript 5, reference to special clearance has been removed.
- On page 16, under Children’s Account Structure, superscript 2 ‘\$1,000 maximum withdrawal per day (including ATM operator fee) for customers aged between 16-17 years inclusive’ has been removed.

### **Changes to “HSBC Premier Children’s Savings Account” (Pages 17 – 20)**

- On page 18, under ‘How deposits and withdrawals can be made’, superscript 4, the sentence of ‘The maximum limit per day is \$1,000 (including ATM operator fees) for customers aged 12 years and above’ has been removed.
- On Page 19, under ‘How deposits and withdrawals can be made’, superscript 8, reference to special clearance has been removed.
- On Page 19, the section of ‘Interest’ has been removed and replaced with ‘Interest Period’, to make it clearer how we define an interest period and when you will receive your interest payment.
- On page 20, under Account structure, superscript 2 ‘\$1,000 maximum withdrawal per day (including ATM operator fees) for customers aged between 12 - 30 years inclusive.’ has been removed.

### **Changes to “Flexi Saver Account” (Page 21 – 25)**

- Flexi Saver Account is renamed to HSBC Bonus Savings Account
- On page 21, under ‘Key Features’, the fourth bullet point has been replaced with ‘Monthly bonus variable interest for AUD accounts. The monthly variable bonus eligibility re-sets every month. No bonus interest is applied in the month the account is closed as eligibility criteria can’t be established.’
- On page 21, under ‘Key Features’, the Swiss Franc (CHF) has been removed from the fifth bullet point.
- On page 22, under superscript 4, reference to special clearance has been removed.
- On page 23, the section of ‘Interest’ has been removed and replaced with ‘Interest Period’, to make it clearer how we define an interest period and when you will receive your interest payment.
- On page 24, the calculation graph of ‘Earning interest with the Flexi Saver Account’ has been deleted and replaced with a new graph showing an example of how bonus interest rate can be earned.

### **Changes to “HSBC Serious Saver Account” (Pages 26 – 30)**

- HSBC Serious Saver Account is renamed to HSBC Everyday Savings Account
- On page 26, the sentence of ‘This savings account is only available in Australian Dollars’ has been added.
- On page 28, the section of ‘Interest’ has been removed and replaced with ‘Interest Period’, to make it clearer how we define an interest period and when you will receive your interest payment.
- On page 29, the calculation graph of ‘Earning interest with the HSBC Serious Saver Account’ has been deleted and replaced with a new graph showing an example of how introductory variable rate can be earned.

**Changes to “Term Deposit Account” (Pages 31 – 33)**

- On page 31, the section of ‘Initial Deposit’ has been removed and replaced with ‘Opening a Term Deposit’.
- On page 33, under ‘Maturity Instructions’, the second bullet point has been removed and replaced with ‘Maturity instructions can be updated at any time during the current term and must be received in writing at least 2 business days before maturity, for it to be effective.’
- On page 33, under ‘Maturity Instructions’, the third bullet point has been removed and replaced with ‘If you don’t provide us with maturity instructions within this timeframe, a grace period of 5 business days will apply to allow changes to your current term deposit.’
- On page 33, the section on ‘Currencies’ has been added.

**Changes to ‘PART B: ACCOUNT FEES AND CHARGES’ (Pages 35-39)**

- On page 38, Section 2. Savings Accounts has been removed.

## **Summary of Change made to the HSBC Personal Banking Booklet dated 24 September 2021, effective on and from 26 November 2021**

**Changes to “When we aren’t responsible for things that go wrong” (Page 24)**

- On page 24, the 3rd bullet point has been updated to read “abnormal or unforeseeable circumstances, including but not limited to systems, network or equipment interruptions or failures, which are outside our (or our agents’ and/or subcontractors’) control and which we could not have avoided despite all efforts to the contrary; or

**Changes to “Payments from your account” (Pages 37 – 46)**

- On page 41, the Visa Debit Card limits have been updated.

**Changes to “How can we close your account or end this agreement?” (Pages 84 – 85)**

- On page 85, “What happens next?” has been updated to make it clearer on how we handle account closures when we choose to close your account or end our agreement with you.