

**Important Information:** We're making some changes to the HSBC Credit Card Terms.

## Summary of changes

Please refer to the following table for details on the changes to the **HSBC Credit Card Terms (dated 11 April 2024)** that are effective from **28 February 2025**. You can access the latest version of these terms and conditions through the link below.

[www.hsbc.com.au/help/important-notice](http://www.hsbc.com.au/help/important-notice)

**!** All clause, section and part references in the following table are to the clauses, sections or parts of the latest terms and conditions (accessible through the link above). In certain cases, we also refer to other documents, such as the HSBC Personal Banking Booklet. These can also be accessed through that link.

### General changes

We're making the following general changes to clauses of the HSBC Credit Card Terms:

- Reorganising and combining terms that apply to all products and services into the HSBC Personal Banking Booklet
- Simplifying language and key terminology
- Updating clause headings and adding sub-headings where appropriate
- Removing or streamlining duplicative content
- Moving content so that it sits with similar content
- Updating cross-references
- Updating terms to align with our business practices
- Making changes to align with our obligations under applicable laws, regulations and industry codes

**Important note.** Several changes involve a consolidation of key terms in the HSBC Personal Banking Booklet, with changes that can affect you. You should read this document carefully in addition to the HSBC Personal Banking Booklet, the Notice of Change in relation to the Personal Banking Booklet and any other applicable terms and Notices of Change.

We're making the following specific changes to clauses of the HSBC Credit Card Terms.

### Specific changes

Change summary	Change details
We've updated the terms relating to complaints handling in our Credit Guide.	We've done this by clarifying our complaints handling procedure and the timeframes in which you can expect an outcome. See <b>Part A</b> .
We've clarified that the HSBC Credit Card Terms apply to all HSBC credit card accounts.	We've done this by removing the table that listed the different types of credit card accounts and clarified that the HSBC Credit Card Terms apply to all HSBC credit card accounts. See <b>Part B</b> .

Change summary	Change details
We've removed the clause 'Who's this agreement between?'.	We've consolidated the terms dealing with who your agreement is between in the Personal Banking Booklet and adjusted the wording for clarity in that document.  See <b>clause 1 of the HSBC Personal Banking Booklet</b> and the <b>Notice of Change</b> that summarises the changes to that document.
We've updated how we refer to the documents that make up your agreement.	We've done this by defining the Product Terms and consolidating the terms dealing with what makes up your agreement in the HSBC Personal Banking Booklet.  See <b>clause 1</b> of these terms and conditions and <b>clause 2 of the HSBC Personal Banking Booklet</b> and the <b>Notice of Change</b> that summarises the changes to that document.
We've clarified how inconsistencies between the HSBC Credit Card Terms and other supplemental terms will be dealt with.	We've done this by adding a term to clarify that if there is any inconsistency between the HSBC Credit Card Terms and any supplemental terms (such as the HSBC Balance Transfer Terms and Conditions), the supplemental terms apply.  See <b>clause 1</b> .
We've clarified terms relating to BPAY® payments.	We've done this by simplifying <b>clause 3</b> to make it easier to understand the information you need to provide HSBC to make a BPAY® payment. Additionally, we've added that we may ask for any other reasonable information necessary to complete the payment.  We've also clarified in <b>clause 5</b> that you or an additional cardholder can use your credit card account to make a BPAY® payment.  See <b>clauses 3 and 5</b> .
We've clarified when we'll assume a payment is authorised.	We've done this by adding that we'll assume a payment is authorised by you or an additional cardholder if your card security code (ie, CVV or CVC) has been used.  See <b>clause 6</b> .
We've clarified when we can refuse to accept a payment, authorise a transaction or suspend your right to use the account. These circumstances are now in the HSBC Personal Banking Booklet.	We've done this by consolidating and updating the terms that deal with when we can refuse to accept a payment, authorise a transaction or suspend your right to use your credit card account in the HSBC Personal Banking Booklet. This means there may be additional circumstances where we can refuse to act on your instructions or suspend your account. Please read this clause carefully.  See <b>clause 8</b> of these terms and conditions and <b>clauses 10 and 16 of the HSBC Personal Banking Booklet</b> and the <b>Notice of Change</b> that summarises the changes to that document.
We've moved the definition of "all you owe".	The definition of "all you owe" hasn't changed, but we've moved it to <b>clause 11</b> ("How much do you have to pay us?"). This does not impact the modified definition of "all you owe" in clause 16.  See <b>clause 11</b> .
We've clarified when you need to pay us.	We've done this by simplifying the language of clause 12 and setting the information out more clearly.  See <b>clause 12</b> .

Change summary	Change details
We've updated the name of our provider of third-party credit card repayment protection insurance.	We've done this by replacing references to "AIG Life" with "AIA Australia Limited".  See <b>clause 17</b> .
We've clarified how interest is applied during the period of a credit card repayment protection insurance claim.	We've clarified that if your claim is approved, interest will continue to apply in accordance with the HSBC Credit Card Terms during the claim period.  See <b>clause 17</b> .
We've updated the terms which tell you when you're in default and the consequences.	We've done this by setting the information out more clearly and simplifying the wording. The conditions and consequences of default remain substantially the same.  See <b>clause 20</b> .
We've clarified when we can suspend or cancel your credit card account or not process a transaction. These circumstances are now in the HSBC Personal Banking Booklet.	We've done this by consolidating and updating the terms that deal with when we can suspend or cancel your credit card account or not process a transaction in the HSBC Personal Banking Booklet. This means there may be additional circumstances where we can suspend or cancel your account or not process a transaction. Please read this clause carefully.  See <b>clause 21</b> of these terms and conditions and <b>clauses 16 and 46 of the HSBC Personal Banking Booklet</b> and the <b>Notice of Change</b> that summarises the changes to that document.
We've clarified when we can end your agreement.	We've done this by consolidating and updating the terms that deal with when we can end your agreement. This means there may be additional circumstances where we can end your agreement or access to our services. Please read this clause carefully.  See <b>clause 22</b> of these terms and conditions and <b>clause 46 of the HSBC Personal Banking Booklet</b> and the <b>Notice of Change</b> that summarises the changes to that document.
We've simplified the clause about how we communicate with each other. The key communication provisions are now in the HSBC Personal Banking Booklet.	We've done this by consolidating the terms that deal with how we communicate in the HSBC Personal Banking Booklet. We've also added a reminder to contact us if you are experiencing financial hardship.  See <b>clause 24</b> of these terms and conditions and <b>clause 40 of the HSBC Personal Banking Booklet</b> and the <b>Notice of Change</b> that summarises the changes to that document.
We've removed the clause headed 'What law governs this agreement?'	We've removed this because this information was already included in the HSBC Personal Banking Booklet.  See <b>clause 57 of the HSBC Personal Banking Booklet</b> .
We've added the Form 5 Information Statement to Part D.	We've done this by moving the Form 5 Information Statement from Part D of the HSBC Personal Banking Booklet and adding it at Part D of the Credit Card Terms. This statement contains important information about your credit contract. Please read this carefully.  See <b>Part D</b> .

If you have any questions about the changes that we've made, please contact us.