

Important changes

to our

- Account Terms and Conditions
- Charges and additional product terms
- Cash ISA Terms and Conditions

Which take effect on **23 November 2021**



We're making changes to our terms

This is to let you know about some changes we're making to the terms for our current and savings accounts (including Cash ISAs). The changes are set out below and apply from **23 November 2021**. You can download the new terms at firstdirect.com/terms-and-conditions or ask for them to be posted to you from **23 November 2021**.

What's changing

Your **first direct** account Terms and Conditions and Individual Savings Account (ISA) terms and conditions will look a little different as we're taking the opportunity to make our terms simpler. Following Brexit, some EU rules no longer apply to us. We're making some changes to our terms to update references and terminology that no longer applies.

We're making some other changes to our terms, including our charges. We explain more about these below.

What do you need to do?

If you're happy with the changes you don't need to do anything, they'll happen automatically. If you don't accept them, you have the option to close any accounts covered by these terms with no charge. If you want to do this, please contact us before **23 November 2021**.

If you close your Cash ISA and withdraw your money without transferring it to another ISA provider, you'll lose the tax benefit of your account. Also, if you've already made a subscription this tax year you will be unable to subscribe to another Cash ISA until the next tax year.

Changes for current accounts, savings accounts and ISAs	
What's changing	How it's changing
How we'll get in touch with you electronically	<p>We're letting you know how we'll get in touch with you electronically. If you're registered for Mobile or Online Banking, we may send:</p> <ul style="list-style-type: none"> • messages to your inbox; and • documents related to the accounts you hold with us using My Documents. We'll only do that if you've chosen to receive your documents electronically. <p>We'll let you know when we send you something new using My Documents. This could be by e-mail, text message or through some other electronic message. We won't change or delete things that are already in there.</p> <p>If you haven't chosen to receive documents electronically, we'll continue to send them by paper. You can change your preference at any time by logging onto Mobile or Online Banking.</p> <p>We'll sometimes need to contact you about your account(s) and your relationship with us. So it's really important that your contact details are correct and up to date. If anything changes, you must tell us as soon as you can but always within 30 days. If you don't, we won't be responsible if you don't get information or notices from us.</p> <p>We'll send your statements by post unless you're registered for Mobile or Online Banking, we'll provide statements online or through the App unless you ask for them on paper. We'll also send statements by post if they aren't available online or through the App.</p>
If you've got a complaint	<p>If you've got a complaint, please call us on 03 450 511 378. We've updated our terms to include that number.</p>
Reporting a lost or stolen card from outside the UK	<p>If you're outside the UK and want to contact us to report your card as lost or stolen, then you can do this free of charge through Mobile or Online Banking. If you're calling us from outside the UK, then call charges will apply.</p> <p>We're including that in our terms so you're aware of this.</p>
Paying cash into your bank account	<p>There are limits on the amount of cash you can pay into your bank account each day. We'll tell you what these are when you're depositing cash. You can also check our website or ask us at any time.</p> <p>If you're depositing cash in a foreign currency and your account is in a different currency, we'll only convert the money up to the daily cash deposit limit.</p>
Internal and external payments	<p>We're updating our terms to match our processes on how we send payments.</p> <p>The way we send payments depends on how much you're sending and to who (whether you're making an internal or external payment). We'll tell you about any limits that apply when you ask us to make the payment.</p> <p>We usually use CHAPS for payments over our limits and Faster Payments for everything else. Our charges for payments made by CHAPS and Faster Payments are set out in our terms.</p> <p>External payments are payments made to an account outside the HSBC Group.</p> <p>Internal payments are payments you make from your account to another account within the HSBC Group in:</p> <ul style="list-style-type: none"> • your name (internal payments to yourself); • in someone else's name (internal payments to someone else). <p>We won't charge you for internal payments if they're within our limits.</p>

Changes for current accounts, savings accounts and ISAs - (continued)	
What's changing	How it's changing
The reasons why we might close your account without notice	We're explaining some of the reasons why we might close your account without notice. That includes where you behave inappropriately when using our services. For example, where you use abusive language in payment instructions.
Charges for making payments outside the UK	Following Brexit, the rules on charging for payments outside the UK have changed. How charges are applied, either by us or the bank receiving the money, will depend on how and where you're sending the money as well the payment's currency. We're updating our agreement to include these changes.

Changes for current accounts	
What's changing	How it's changing
Returned cheques in a foreign currency	If a foreign bank returns a cheque or asks for the money back, for example, where there's fraud, we'll take enough money from your account to cover the payment in the foreign currency. We're updating our terms to let you know that we'll do that even if you've already spent the money.
Making changes to your joint account	<p>Right now, all account holders need to agree to change the joint account holders on an account (by taking off or adding another person). All of them also need to agree to allow someone else to operate the account.</p> <p>We won't require everyone to agree in future where a joint account holder is the victim of financial abuse. Instead, we may allow a request from them to be removed from a joint account without requiring other account holders to agree to this.</p>
The rates that apply when you send money in a foreign currency	<p>When you ask us to send money in a foreign currency, we'll convert the amount you want to pay into that currency using the first direct Exchange Rate. We'll tell you what it is.</p> <p>If you ask us to make the payment immediately, we'll apply the rate on the date you ask us to make the payment (even if we process the payment on a different day). For a future dated payment or a recurring payment, we'll use the rate that applies on the date the payment is made. You can get an indicative rate before we start processing the payment by logging on via Online Banking or by calling us.</p>
Overdraft text alerts to your international mobile number	<p>If you've given us an international mobile number, we can now send you overdraft text alerts to that number, unless you've opted out. They'll tell you if:</p> <ul style="list-style-type: none"> • you go into your arranged or unarranged overdraft (including any interest free amount on your account); or • there isn't enough money in your current account to make payments you've asked us to make that day.

Changes to our charges

We're making changes to some of our charges. We've set out the old charge and the new charge in the table below.

first direct Charges					
Sending money within the UK by CHAPS					
	To	Mobile or Online Banking		Phone Banking	
		Old charge	New charge	Old charge	New charge
Sending money: In any currency (other than euro) outside the UK	first direct or HSBC accounts	£0		£0	
Euro outside the EEA Any foreign currency (other than euro) within the UK	Non-first direct or non-HSBC accounts	£0	£5	£4	£5
Receiving money					
	Old charge		New charge		
Receiving up to 50,000 euro from countries in the EU if the relevant identification numbers are provided (those are the Bank Identifier Code (BIC) and International Bank Account Number (IBAN))	Free				
Receiving any other money in a foreign currency	£8 for £100 or more		£5 for all amounts		
Receiving money from outside the UK in pounds sterling	£6 for £100 or more				
Cheques					
	Old charge		New charge		
Cheques we negotiate or collect for you because they're issued:	£250 or less: £7		Pension cheques: <ul style="list-style-type: none"> £6 for all amounts All other cheques that we collect or negotiate for you: <ul style="list-style-type: none"> All amounts: £28 		
<ul style="list-style-type: none"> in a currency that isn't pounds sterling or euro by a bank outside the UK in pounds sterling or euro 	£250.01 or more: 0.5% (Minimum: £10, Maximum £50)				
Cheques issued in euro by a bank in the Eurozone	£7				
Returned cheque	£28		£28		

first direct - Cash ISA Charges**Receiving money**

	Old charge	New charge
Receiving up to 50,000 euro from countries in the EU if the relevant identification numbers are provided (those are the Bank Identifier Code (BIC) and International Bank Account Number (IBAN))	Free	
Receiving any other money in a foreign currency	£8 for £100 or more	£5 for all amounts
Receiving money from outside the UK in pounds sterling	£6 for £100 or more	

Cheques

	Old charge	New charge
Cheques we negotiate or collect for you because they're issued: <ul style="list-style-type: none"> • in a currency that isn't pounds sterling or euro • by a bank outside the UK in pounds sterling or euro 	£250 or less: £7 £250.01 or more: 0.5% (Minimum: £10, Maximum £50)	Pension cheques: <ul style="list-style-type: none"> • £6 for all amounts All other cheques that we collect or negotiate for you: <ul style="list-style-type: none"> • All amounts: £28
Cheques issued in euro by a bank in the Eurozone	£7	
Returned cheque	£28	£28



Contact us online or by phone

send us a message via Online Banking

03 456 100 100[†]

firstdirect.com

Issued by HSBC UK Bank plc.

[†]Text-phone **03 456 100 147** or if calling from abroad **+44 113 234 5678** (Text Relay **+44 151 494 1260**).

For more information on contacting us via BSL Video Sign Relay visit **firstdirect.com/contact-us**.

Because we want to make sure we're doing a good job, calls may be monitored and/or recorded, we hope you don't mind.

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