



# Your terms and conditions

Notice of changes taking effect from 1 November 2024

NV09\_08/24 TERMS AND CONDITIONS CHANGES NOV 24

# Changes to our terms and conditions with effect from 1 November 2024

We're updating the terms and conditions of all our products and services effective from **1 November 2024**. Below you'll find a summary of what's changing and you'll find copies of your current and new terms and conditions documents through the links at the end of this document.

If you have any questions about these changes you can ask your Relationship Management team for help or contact your Client Service team:

- Email [innv-ukclientservices@hsbc.com](mailto:innv-ukclientservices@hsbc.com)
- Call **0800 023 1441** or **+44 207 367 7881** from outside the UK. Lines are open Monday to Friday, 8am to 6pm.

## General changes

- We've rewritten our Banking Terms and Conditions to simplify and shorten them, making them easier to understand. This means you may find your terms and conditions look quite different even though the actual changes we've made to our agreement are minimal.
- We haven't listed out all of the changes below, just those which are material in nature.
- We've moved the terms and conditions for the following products out of your Banking Terms and Conditions and into shorter appendix documents known as 'Additional Conditions' so you only receive terms which are relevant to the accounts and services you hold with us:
  - Business Notice Account
  - Client Monies Account & Currency Client Account
  - Corporate Card (previously known as Business Charge Card)
  - Corporate Deposit Account & Foreign Currency Savings Account
  - Fixed Term Deposit
  - SWIFT Services
  - Virtual Card

## Specific changes

- We've been more specific in describing the situations where we won't perform our agreement and may close, end or suspend accounts and services, and where we can do this on less notice than we would normally provide. This now includes:
  - Where we're required to for operational reasons linked to financial crime compliance;
  - Where we believe you're using the account differently to the purpose it was intended for;
  - Where you've been abusive, offensive or violent towards our staff;
  - Where you weren't or are no longer eligible for the account or service;
  - Where you haven't given us information we've reasonably requested; and
  - Where, in relation to products which involve us advancing you credit (such as Corporate Cards or BACS), we reasonably believe you'll be unable to repay the credit we've advanced to you, or we don't have adequate security to provide the product or service.

## Specific changes continued

- We've made clarifications to ensure our terms and conditions are consistent with our operational processes, for example:
  - We've clarified that you can only cancel a future-dated payment by contacting Client Services. However, this excludes Direct Debits and standing orders and will exclude future dated Faster Payments once this functionality is enabled in the future – you'll be able to cancel those payments using HSBCnet.
  - We've made clear that you can contact us 24/7 if your card has been lost or stolen.
  - We've updated our terms in relation to reimbursement where you've been the victim of Authorised Push Payment (APP) fraud to align with new regulatory and industry standards.
  - We've clarified that we'll pay you the interest due on your Business Notice Account on the first working day of each month.
  - We've removed the reference to the renewal process in your Fixed Term Deposit Additional Conditions to make clear that your money will be returned to your account at the end of your fixed term. If you'd like to open another Fixed Term Deposit after your fixed term has ended, please speak to your Relationship Manager.
  - If you have Corporate Cards with us, we've clarified the steps we can take if you don't repay money you owe us.
  - If you have both Virtual Cards and Corporate Cards with us, we've clarified that you can keep your Virtual Card programme open if you close your Corporate Card account.

## Access your new terms and conditions

You can find your new terms and conditions on our website, [www.hsbcinnovationbanking.com/regulations/terms-and-conditions](http://www.hsbcinnovationbanking.com/regulations/terms-and-conditions) at any time, or access the documents directly from the links below:

### Banking Terms and Conditions

[www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/banking-terms-and-conditions-nov24.pdf?download=1](http://www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/banking-terms-and-conditions-nov24.pdf?download=1)

### Corporate Deposit Account & Foreign Currency Savings Account Additional Conditions

[www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/corporate-deposit-and-currency-savings-account-additional-conditions-nov24.pdf?download=1](http://www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/corporate-deposit-and-currency-savings-account-additional-conditions-nov24.pdf?download=1)

### Fixed Term Deposit Additional Conditions

[www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/fixed-term-deposit-additional-conditions-effective-1-nov-2024.pdf?download=1](http://www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/fixed-term-deposit-additional-conditions-effective-1-nov-2024.pdf?download=1)

### Business Notice Account Additional Conditions

[www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/business-notice-account-additional-conditions-effective-1-nov-2024.pdf?download=1](http://www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/business-notice-account-additional-conditions-effective-1-nov-2024.pdf?download=1)

### Client Monies Account & Currency Client Account Additional Conditions

[www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/client-monies-account-and-currency-client-account-additional-conditions-effective-1-nov-2024.pdf?download=1](http://www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/client-monies-account-and-currency-client-account-additional-conditions-effective-1-nov-2024.pdf?download=1)

### Corporate Card Terms and Conditions

[www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/corporate-card-terms-and-conditions-effective-1-nov-2024.pdf?download=1](http://www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/corporate-card-terms-and-conditions-effective-1-nov-2024.pdf?download=1)

### Virtual Card Additional Conditions

[www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/virtual-card-additional-conditions-effective-1-nov-2024.pdf?download=1](http://www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/virtual-card-additional-conditions-effective-1-nov-2024.pdf?download=1)

### SWIFT Services Additional Conditions

[www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/swift-services-additional-conditions-effective-1-nov-2024.pdf?download=1](http://www.hsbcinnovationbanking.com/-/media/hinv/pdf/regulations/swift-services-additional-conditions-effective-1-nov-2024.pdf?download=1)