

Global Wallet - Additional Conditions

These additional conditions will apply in addition to the relationship terms and your main account terms and conditions.

If there's any conflict between these additional conditions, the relationship terms and/or your main account terms and conditions, the following order of priority applies:

- first, these additional conditions;
- next, your main account terms and conditions; and
- finally, the relationship terms.

Global Wallet	
What is Global Wallet?	<p>The Global Wallet service allows you to hold money in multiple currencies; making it quicker and more cost effective for you, or users with permission, to make and receive payments in those currencies and avoid deductions of correspondent or intermediary bank fees.</p> <p>You should refer to the Global Wallet Guide for up-to-date information about the functionality of the service and currencies available as they may be updated from time to time.</p>
Getting access	<p>Your Global Wallet account(s) can only be accessed and operated via user permissions you've set up in HSBC Business Internet Banking or HSBCnet.</p> <p>To access Global Wallet, you'll need to have:</p> <ul style="list-style-type: none"> • an HSBC Sterling Business Current Account; and • access to HSBC Business Internet Banking or HSBCnet. <p>If you use HSBC Business Internet Banking, you'll also need to have set up an International Payment Limit in order to make payments via Global Wallet.</p>
Using Global Wallet	<p>The Global Wallet service is accessed via your HSBC Business Internet Banking or HSBCnet logon credentials only and cannot be accessed via a branch or any other HSBC online service.</p> <p>We do not treat Global Wallet like a physical bank account. This means you can't make cash payments or withdrawals, write or deposit cheques and you won't be issued a debit card.</p> <p>Please refer to the Global Wallet Guide for the principles of making cross border payments and transferring funds to and from Global Wallet.</p>
Funding and withdrawing funds	<p>You may only fund your Global Wallet account(s) from within HSBC Business Internet Banking or HSBCnet, by making a transfer from one of your other HSBC accounts linked to the same business.</p> <p>Similarly, to withdraw money, funds must be transferred to an HSBC account that is linked to your business.</p> <p>If the transfer between accounts requires a currency exchange, we'll use our HSBC 'Get Rate' capability. This will provide a real time exchange rate, which you can accept or decline at the point of transfer.</p>

<p>Payments out</p>	<p>You, or users with permission, can make payments using our “Pay Local” service to countries where we make the Global Wallet service available.</p> <p>For countries where this service isn’t available, you may use your Global Wallet account(s) to make SWIFT payments.</p> <p>For more information and in-scope countries for “Pay Local” payments and SWIFT, please see the Global Wallet Guide.</p>
<p>Insufficient funds</p>	<p>You, or users with permission, can only make a payment from a Global Wallet account using cleared funds. We will not process payment instructions where there are insufficient available funds.</p> <p>If operational reasons mean we’re unable to prevent a charge or payment for which there are insufficient funds, we’ll treat this as an unarranged overdraft and you must fund the account with any overdrawn amount immediately on demand.</p>
<p>Payments in</p>	<p>You can receive payments into your Global Wallet account(s) from third parties using our, “Receive Local” service or SWIFT.</p> <p>To receive payments like a local, we’ll provide you with in-country bank details. This will enable payers to transfer funds, via local payment methods, where we make the Global Wallet service available. In some instances, such as where the payer hasn’t provided required address information, or there are limitations within the payment system, we may ask you to provide additional information before we can process the payment and credit it to your account. For the avoidance of doubt, in-country bank details are not treated the same as a bank account.</p> <p>For more information on “Receive Local” payments, including in-scope countries, please see the Global Wallet Guide.</p>
<p>Interest</p>	<p>No interest will be paid to you on balances held in Global Wallet accounts. For any Global Wallet account where the credit interest rate on your account goes below zero, we may charge you interest on the money in the account.</p>
<p>Transaction listings and statements</p>	<p>You’ll be able to view your Global Wallet account(s) transactions and charges within HSBC Business Internet Banking or HSBCnet depending on how you’re accessing the service. We’ll also provide an electronic monthly account statement in a downloadable PDF format. You’ll find this within Global Wallet, under the ‘Composite Statements’ tab.</p> <p>You must inform HSBC promptly of any unusual or unauthorised transactions.</p>

<p>Fees and charges</p>	<p>HSBC Business Internet Banking requires that you set up International Payments permissions to make SWIFT payments. Charges related to the International Payments service and “Pay Local” and “Receive Local” payments can be found in your HSBC Business Price List.</p> <p>For Business Internet Banking users, charges will be applied at the time of transaction and taken from your nominated sterling account.</p> <p>For HSBCnet users, charges will be applied one month in arrears. We may send you an invoice from time to time, for any charges up to and including the invoice date. The invoice amount will be collected from an account nominated by you. We will not accept settlement of your invoice from one of your Global Wallet accounts.</p>
<p>Closing your account</p>	<p>To close your Global Wallet account(s), the balance must be zero. If you choose to withdraw funds and close your Global Wallet account(s), any currency exchange will be based on the Get Rate capability.</p> <p>If we terminate or withdraw your HSBC Business Internet Banking or HSBCnet profile, your Global Wallet service linked to this will also terminate.</p> <p>If we have to close your Global Wallet account(s) for any reason, then any currency exchange applied will be the HSBC Exchange Rate.</p>

Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak with us using the live chat service on our website, by visiting one of our branches or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more, please get in touch. You can also visit business.hsbc.uk/accessibility or business.hsbc.uk/contact-us.

business.hsbc.uk

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Registered Office: 1 Centenary Square, Birmingham, B1 1HQ. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 765112).

Customer information: Customer Service Centre, BX8 1HB.

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