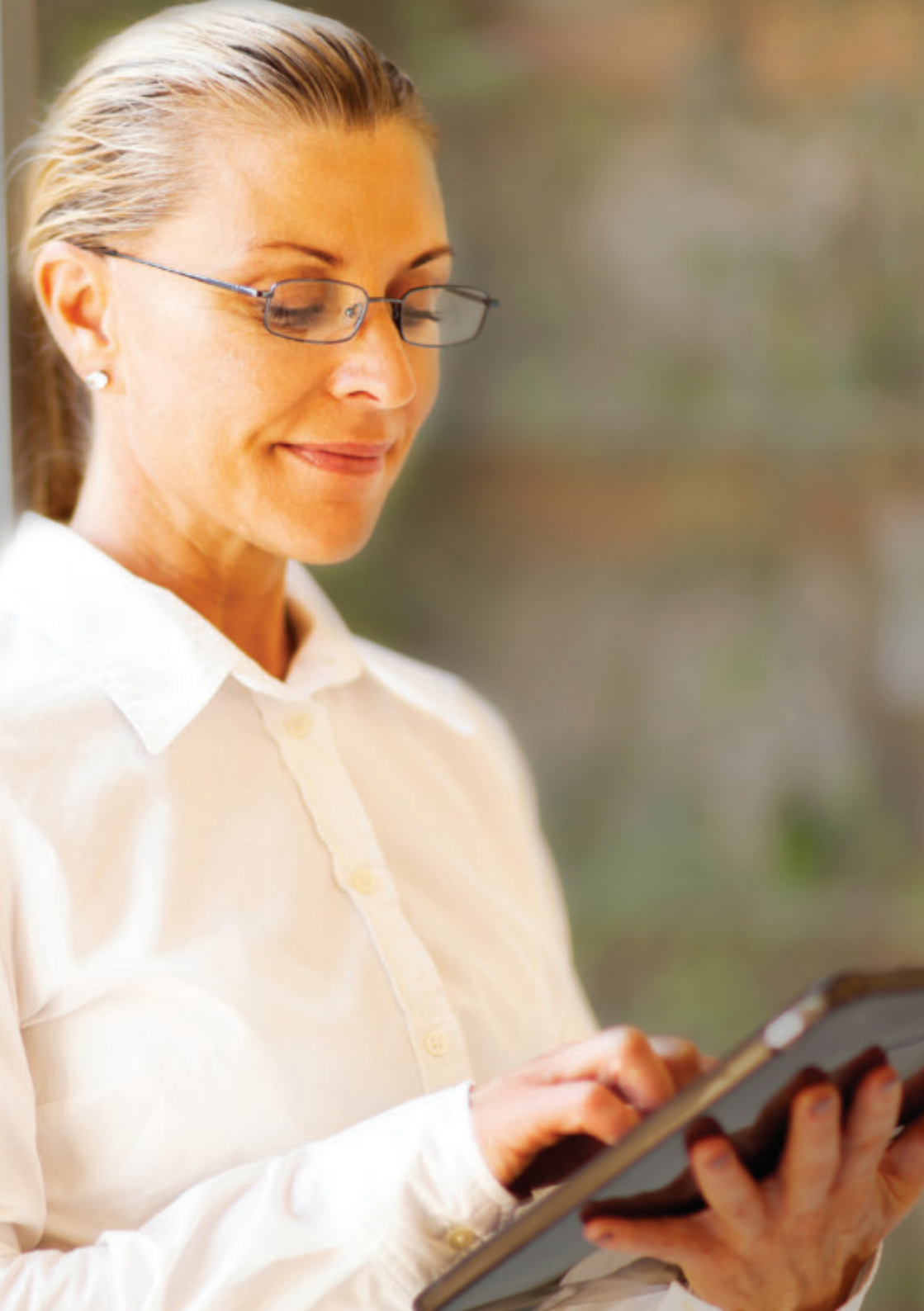




# Business Banking made easy

Saving you time and money

HSBC 



We want to make your business banking as straightforward as we can. This brochure tells you how our accounts and services work.

# How to pay money into your account

You can pay cash or cheques into your account in the usual ways – by going to a branch, or using our self-service machines or Business Pay In service (see 'Useful terms' at the back of this brochure for more information on our self-service machines and Business Pay In service).

You can also pay in sterling cash or cheques at Post Office® branches in England, Scotland, Wales and Northern Ireland (UK). If you're paying in cash you'll need your debit or deposit card.

If you're paying in cash or a cheque to settle a credit card, store card or utility bill, or to another supplier who uses our head office collection account, you'll need to follow the instructions you get from that company.

## Banking via the Post Office® and change giving service

### Post Office® branches

Access your account(s) at Post Office® branches across the UK. Pay in cash, cheques or use their change giving service.

### Benefits

- Useful if you find it difficult to access our branches
- Convenient for business customers who would prefer to access their account at their local Post Office® branch

### How to bank at the Post Office®

- You will need to have a Business Debit Card to access cash services/balance enquiries
- You can use a Business Deposit Card to pay in cash
- Cheques can be deposited using an HSBC cheque only deposit slip together with a cheque envelope (supplied by the Post Office®). There will be one additional business day for the clearing timescale as HSBC will not receive the cheque until the next business day following deposit to the Post Office® in the UK
- The maximum daily cash deposit allowed will be up to £20,000 or £250 in coins
- The maximum daily cash withdrawal permitted is £500.00
- Only larger Post Office® branches will be enabled to operate up to the higher daily deposit limit, with smaller branches only able to accept a maximum daily deposit of £1,000. Individual Post Offices® will be able to advise their specific limits
- If you require change for your till floats, you can use the change giving service at the Post Office®. Exchange up to £2,000 of notes and coin into different denominations. Service availability will vary at Post Office® branches. For guaranteed availability you will be required to set up a regular Post Office® facility and place your order in advance.

## Charges

- There is no additional charge for using the Post Office®, our usual account charges apply
- Business customers enjoying free banking, or who are not currently charged for counter services, will not be charged for using the Post Office® until the free banking period comes to an end.

## Cheques

A cheque will usually go through the central clearing cycle – see page 15 for details of how it works. Normally we'll begin to process the cheque the day you pay it in, if that's before the cut-off time shown in our branches. We'll begin to process it the next working day if it's after that time or if you paid it in at the Post Office®.

How to pay it in	When it will be available to withdraw	When we'll include it for interest calculation
Over the counter in our branches	Three working days after we process it	Two working days after you pay in the cheque (eg, if you pay it in on a Monday it will clear on Wednesday)
Over the counter at any Post Office®	Four working days after you pay it in	Three working days after you pay in the cheque (eg, if you pay it in on a Monday it will clear on Thursday)
Over the counter at the branch where you hold your account if drawn on that branch	The working day after the day we process it	The same day as you pay in the cheque
At a self-service machine (including by Business Pay In)	Three working days after we process it	Two working days after we process it* <sup>1</sup>
Business Pay In over the counter	Three working days after we process it	The same day* <sup>1</sup>
Foreign cheques		
Negotiated (see 'Useful terms')	The next working day after we receive it	Contact us for information on how we deal with interest when we negotiate a foreign cheque
Collection (see 'Useful terms')	Once we, our agent and/or the correspondent bank are happy that the funds can be credited to your account. It can take six to eight weeks	As soon as it clears

\*<sup>1</sup> We'll credit the amount on the paying-in slip to your account. If it's different from the actual amount you pay in, we'll usually correct your balance within ten working days of receiving it.

Where we refer to the Post Office we mean branches in England, Scotland, Wales and Northern Ireland (UK).

## Stopping a cheque

### How to stop a cheque

Contact us as soon as you can. Call your local branch or 03457 60 60 60\* (textphone 03457 12 55 63). You'll need to tell us:

- the cheque number
- the date of the cheque
- who you made it out to
- how much it was for

You can stop a cheque as long as:

- you ask us to stop it before 1.30 pm by phone, internet or in our branches, and 12 pm by post, on the day the recipient pays it in; and
- we haven't told the recipient's bank that we'll be paying the cheque.

You'll have to pay to do this, unless your cheque book or a cheque from it has been lost or stolen. See the Business Price List for details. It's available on our website or by calling us on our usual numbers.

\*Lines are open from 8am to 10pm every day. To help us improve our service and for security, we may record your call.

# How to make payments from your account

We'll normally take cash, cheques and card payments from your account as shown in the table below. Cheques will usually go through the central clearing cycle (see page 15 for how that works).

## Debit Cards

You can use your Debit Card to, amongst other things, make a payment, withdraw cash and access our self-service machines. We will give you a PIN to use with this card, which you can change at any time, although if you change it within 30 days of renewal you will need to change it again when you receive your new card.

## Contactless Debit Cards

We may give you a Debit Card that has contactless technology (so you can pay for small things without entering your PIN). There's a limit on how much you can pay per transaction by contactless – we'll tell you what this is when we send it to you. The limit may change over time. If it does change, we'll let whoever is the main customer on your account know (they're responsible for passing the message to all cardholders).

Type of payment	When we'll deduct it from your account
Cash withdrawn over the counter at our branches or Post Office®	Immediately
Cash withdrawn from a self-service machine	Immediately
Cheques cashed at our branches	The same day
Cheques received for special presentation (see 'Useful terms')	The same day (likely to be one working day after the recipient pays it in)
Cheques paid into the recipient's account	Two working days after the recipient pays it into their account. This will take longer if they pay it into a building society, a bank that isn't a clearing bank or a branch outside the UK
Cheques paid from an international business or foreign currency account	It depends when the recipient pays it in, the currency of their account and the country their account is in. Talk to us for details
Card payment made in the UK, Channel Islands or the Isle of Man	The first working day after we are asked for the card payment. If that happens outside normal business hours, we'll count it as being received by the next working day

## **Paying bills, standing orders or Direct Debits**

You can pay bills to a recipient in the UK, Channel Islands or Isle of Man using the Faster Payments service. This is a same day service if you ask us to make the payment before the cut-off time.

You can also make regular payments automatically from your account by Direct Debit or standing order.

They both do similar jobs, but the differences are:

- Direct Debits authorise us to pay money from your account on an instruction from another organisation.
- How much and when we pay it can be the same each time or vary. They're mostly used to pay regular bills where the amount varies, like utility or phone bills.
- Standing orders authorise us to pay a fixed amount to a person or organisation at regular intervals. They're mostly used to pay bills like council tax or to add money to other accounts like savings, insurance, VAT or pensions.

## **Paying future-dated sterling bills, standing orders and Direct Debits**

We'll process these in the early hours of the morning of the day they're due to be paid. You should make sure you have enough money in your account or a covering overdraft to pay these at the start of the day they're due (ie, immediately after midnight). If there isn't enough, you have until 3.30pm to pay in funds. We will then make the payment if enough money is available. This may not be possible if you have an overdraft facility that covers more than one account.

If a future-dated sterling bill is due to be paid on a non-working day, we won't pay it if you don't have enough money in your account in the early hours of the morning. You have until 3.30pm on the next working day to make sure there's enough money for us to make the payment.

## **The Direct Debit guarantee** **DIRECT D E B I T**

When we set up a Direct Debit it's covered by the Direct Debit guarantee which should always read as follows:

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit [the receiving organisation] will notify you [number of days] working days in advance of your account being debited or as otherwise agreed. If you request [the receiving organisation] to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by the receiving organisation or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when [the receiving organisation] asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the receiving organisation.

## **Making a CHAPS, International payment, or a Currency Account, SEPA Credit or Internal Transfer**

You can ask us to pay money to people in the UK, Channel Islands and Isle of Man or overseas (depending on the type of payment) by CHAPS, Currency Account, SEPA Credit or Internal Transfer.

To make one of these types of payment, you may need to fill in a form (although we may accept instructions in other ways, such as by phone or internet from time to time – see your Business Banking Terms and Conditions).

If you want to make a payment in a currency different from the currency of your account, get in touch and we'll explain what options are available to you.

### **Recovering a misdirected payment**

If you give us the wrong details when you ask us to make a payment from your account, the payment could be delayed or go to the wrong account. If that happens, we won't be liable for any losses or delays to you or anyone else. Please contact us as soon as possible on 03457 60 60 60\*<sup>1</sup> if you would like us to try to get the money back for you. Unfortunately, we can't guarantee that we'll be able to recover the payment. We may charge our reasonable costs for this – we'll tell you how much at the time.

\*<sup>1</sup> Lines are open from 8am to 10pm every day. To help us improve our service and for security, we may monitor or record your call.



# Viewing your account and mobile banking services

You can view the following information on Business Internet Banking and Express bank machines:

- payments into your account sent by another financial institution through BACS
- payments by cheque (excluding HSBC cheques) into your account
- Debit card, credit card, Direct Debits and payments by cheque due to be deducted from your account

This information is available on the working day (after 6pm for payments by cheque into your account and payments by cheque due to be deducted from your account) before they are due to show on your statement.

Items that are due to credit your account may be returned or recalled by the person making the payment and so may not be included in your statement. Seeing these items on Business Internet Banking or an Express bank machine is no guarantee that they will be paid into or out of your account on the following working day and that they will appear on your statement.

This information will not be available for international business accounts, foreign currency accounts, currency client accounts, business high interest deposit bonds or business money market accounts.

## **Business Text Message Banking service**

Register for free to receive one free weekly or monthly mini statement and alerts when your balance falls below an amount specified by you on one account. If you require more text message alerts there is a £2.50 monthly charge, see the Business Price List for further details.

- You need to have a business banking account with us to use this service.
- You can change the options you have chosen at any time. If you tell us by 10pm, we'll make the changes you've asked for the next working day.
- If you register to receive a text message that comes with service fees, you have to pay for it (even if we haven't sent it out yet that month). We'll deduct our service fees from your nominated account at the end of each month in arrears for each calendar month.

## **Business Paym**

HSBC Business Paym enables your customers or other third parties to send money to any of your eligible HSBC business bank accounts by simply using a mobile phone number that has been registered against it.

- Your Business Internet Banking primary user can register any mobile phone number in the UK, the Channel Islands or the Isle of Man to enable you to receive payments into an eligible HSBC business bank account using HSBC Business Paym. A mobile phone number can only be linked to one account on the database.
- Payments received using HSBC Business Paym are chargeable as automated credits. You may have to pay charges for each payment received into your account depending on the charges for automated credit on that account.
- You may only receive payments but not make them using this service.
- You can ask us to cancel the service at any time and we'll deregister the details associated with any of the registered mobile phone numbers from the database.

If you wish to amend any registered mobile phone number and/or the nominated account it is linked to, you will need to deregister that mobile phone number and follow the registration process again.

# Security

Find out more about keeping your security details safe. You'll also find some phone numbers you might need in this section.

## Business Internet Banking

Doing your business banking online can save you a lot of time but there are some things you should do to make sure your accounts are secure.

- Keep your PCs and laptops secure.
- Don't tell anyone your username or password (other than a TPP that you've authorised) and keep any security devices safe.
- Make sure you have anti-virus and spyware software and a personal firewall and keep it all up-to-date.
- If you get an email or call asking for security details, don't give them out. We'll never ask you for your passwords (no-one should do this – not even the police).
- If you need more advice on staying safe online, go to our website [www.business.hsbc.uk](http://www.business.hsbc.uk) or see [www.financialfraudaction.org.uk](http://www.financialfraudaction.org.uk). If you have any queries about Business Internet Banking, you can call our Helpdesk on 03456 02 20 14\* (textphone 03457 12 55 63). If you're outside the UK +44 1226 260 878 (textphone +44 800 028 3516).

## Business Telephone Banking

Just like Business Internet Banking, you should keep your Business Telephone Banking security details secret. If you think somebody else knows them or has tried to access your account, get in touch with us straightaway on one of these numbers:

From inside the UK      03457 60 60 60\*

From outside the UK    +44 1226 26 08 78\*

For customers with hearing or speech problems, you can call us by textphone on 03457 12 55 63 if you're in the UK or +44 1792 49 43 94 if you're outside the UK.

\* Lines are open from 8am to 10pm every day. To help us improve our service and for security, we may monitor or record your call.

## Protecting your accounts

- Don't keep your cheque book and cards together.
- Never let anyone else use your card.
- Never tell anyone else your PIN or any passwords or security information (other than a TPP that you've authorised).
- Keep your card receipts and other information about your account (like bank statements) safe. When you throw them away, make sure you shred them before you do. Fraudsters sometimes go through bins to get your information.

## Checking your statements

Your statements show everything that happens on your accounts. You should check them carefully. If you don't agree with something, tell us as soon as you can. If you don't do this we might not be able to correct the mistake. The longest you can leave it is 13 months from the date the money came out of your account.

## Looking after your cards

Please take reasonable precautions to keep your Debit Card and security details (such as PINs, security numbers and passwords) safe and secure – including (among other things):

### When you receive your card:

- sign your Debit Card as soon as you get it (if it has a signature strip)
- destroy any written record of your PINs and any instructions we send you immediately after receipt
- choose security details for your cards that you don't use elsewhere.

### When using your card:

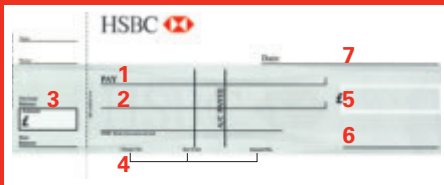
- only enter your Debit Card details on 'secure payment' websites and software
- never give your Debit Card number, PIN or security details to anyone else (except when you're buying or paying for things)
- never let anyone else use your Debit Card and PIN or give them your card number or other security details
- tell us immediately if you change your name or employer (if you have a company card)
- you must follow any instructions we give you about security.

## Looking after your PIN

- If you change your PIN, choose the new one carefully (so don't use a number someone could guess).
- Try to remember your PIN, password and other security information and destroy any letters showing them as soon as you get them.
- Never write down PINs, passwords or security information or tell them to anyone else, even us or the police (other than a TPP that you've authorised).
- Try to keep your card, PIN, passwords and security information safe and secure at all times.
- Never give your account details to anyone unless you know who they are and why they need them. Never give your PIN when you're paying for things (whether it's over the phone, over the internet or in person).
- shield the keypad when you're typing in your PIN (for example, at Self-Service Machines, or in shops and restaurants).

## Cheques and cheque books

- Keep your cheque book somewhere separate from your debit card(s). If you lose them together or they're stolen, it will be easier for someone to use your cheques if they have the card too.
- We'll automatically send you a new cheque book before the old one runs out. If you don't get it in time you can call us to ask for a new one or fill in the form in your existing cheque book. Hand it in at any of our branches or post it to us.
- If you open a sterling or foreign currency account which has a cheque book, it will arrive by post within seven days of you opening the account.



### Instructions on how cheques should be made out:

1. Write the name of the person or organisation who the cheque is for here
2. Write the amount of the cheque in words here
3. Fill in the cheque stub with all the cheque details for your records
4. Sort Code, your account number and the cheque's unique number
5. Write the amount of the cheque in figures here
6. Sign the cheque here
7. Date the cheque here. You should not put a future date on a cheque, as it may not prevent the person to whom the cheque is written from paying it into their account until the date on the cheque.

When you write a cheque, it will help to prevent fraud if you clearly write the name of the person you are paying the cheque to and put extra information about them on the cheque, especially if you are not personally paying a cheque in (for example, because you are sending a cheque by post).

## Writing cheques

- If you're writing a cheque to a large organisation (like HM Revenue & Customs or a bank or building society), don't just make the cheque payable to that organisation. Add further details into the payee line (for example, HM Revenue & Customs, re: J. Jones, your reference xxxxx).
- Draw a line through any space you haven't used to make sure no one can add extra numbers or names.
- Don't leave gaps between words and figures.
- Never use pencil or ink that can be erased or altered.
- Don't sign a cheque if you haven't filled in all the details.

If someone pays in a cheque that's more than six months old we don't have to pay it – but we may do so.

The cheques to which the above applies are those drawn in sterling or in euros (other than those drawn on banks overseas) paid into branches of English, Scottish, Welsh and Northern Irish banks in England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

## **Lost or stolen cards and cheque books**

### **Cards**

Get in touch with us as soon as you realise your card is missing and we'll cancel it. Call our 24-hour number:

From inside the UK                    03456 00 70 10

From outside the UK                +44 1442 42 29 29

For customers with hearing or speech problems, you can call us by textphone on 0800 0283 516 if you're in the UK or +44 1792 49 43 94 if you're outside the UK. If you've told us your card's been lost or stolen and later find it, you can't use it. You'll need to cut it up and throw it away.

### **Cheque books**

Get in touch with us as soon as you realise your cheque book is missing. Call your local branch or 03457 60 60 60\* (textphone 03457 12 55 63) or +44 1226 26 08 78 (textphone 03457 12 55 63) if you're outside the UK. We'll cancel all the cheques left in your cheque book and send you a new one.

### **Keeping us up to date**

Tell us as soon as you can if any of your details change (eg, your name, the business name, address, phone number etc). That will make sure we don't send any letters or emails to the wrong place.

\*Lines are open from 8am to 10pm every day. To help us improve our service and for security, we may record your call.

# The central clearing cycle for cheques

When you pay a cheque into your account from a customer of another branch or bank, we send it to that other bank or branch to get the payment. This is called the 'central clearing cycle'. You'll normally have to wait three working days after you pay the cheque in for it to clear unless you ask us to send it for special presentation – see 'Useful terms', at the end of this brochure.

The process starts on the working day we receive the cheque if that is before our cut-off time of 3.30pm. (Working days are Monday to Friday, except bank holidays). For example, if you pay a cheque in on a Monday, you'll be able to withdraw the money on Thursday.

If you pay a cheque in after 3.30pm Monday to Friday, we'll process it the next working day.

## **Cheques you've written**

If you write a cheque to someone, we'll normally take the money from your account two working days after the recipient pays it in (unless they have an account at the same branch as you, in which case we'll take the money the same day). If you pay a cheque in at your own branch, eg, to pay a bill, we'll also take it out of your account the same day.

## **Returned cheques**

Sometimes the bank which issued a cheque can return it as unpaid. This can happen up until the end of the sixth working day after we receive it (Tuesday of the following week if you pay the cheque in on a Monday). If it does and we have already included the amount in your account balance, we'll deduct the amount from your account. After the end of the sixth working day, we can't take the money out of your account without your agreement unless you've been fraudulent. Due to the way we process deductions from your account, however, any deduction for a cheque returned unpaid just before the end of the sixth working day may appear on your statement up to 9am the next day (Wednesday in our example).

These timescales apply unless:

- you paid the cheque in at HSBC outside the UK
- you paid the cheque into a current or savings account outside the UK
- you paid a cheque in or it is drawn on branches in the Channel Islands or the Isle of Man.

## **Working out interest**

We treat cheques as cleared for interest calculations two working days after you pay them in (on Wednesday if you paid the cheque in on a Monday) but we'll include the cheque amount in your account balance before it's cleared. If the cheque is later returned as unpaid, and in the meantime you've taken money out or made payments, this may mean that your account goes overdrawn or you go over your overdraft limit. If that's the case, you may have to pay interest or charges.

## Exceptions

The above applies to cheques in sterling or in euros (unless they came from an overseas bank) paid into branches of English, Scottish, Welsh and Northern Irish banks in England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man. Different procedures apply to foreign cheques and other types of payment – see your Business Banking Terms and Conditions or get in touch with us for more details.

### Image based cheque clearing

From 30 October 2017 and throughout 2018, all UK, Channel Islands and Isle of Man banks and building societies will be moving to a new image based cheque clearing system on a phased basis.

This will significantly speed up the clearing process.

This table shows the difference between the 2 clearing cycles.

### Examples

<b>If you pay a cheque in on a Monday:</b>	<b>Paper cheque</b>	<b>Imaged cheque</b>
You'll start earning interest	On Wednesday	On Tuesday
You'll be able to use the funds	After the funds appear in your account on Thursday (this could be at any time that day)	After the funds appear in your account on Tuesday (this could be at any time that day)
The paying bank can recall the cheque	Until the end of Tuesday (the week after you pay it in)  We'll take the funds out of your account if this happens	Until the funds appear in your account on the same day



# Borrowing, bank charges and interest

If you decide you need to borrow money – whether it's for some extra cash in the short term or to finance a significant purchase – it's important you talk to us about it so we can make sure you keep your costs down.

## Formally arranged borrowing

Formally arranged borrowing can be either by an overdraft on your current account, a separate loan or some other way which works for you and we both agree. In some cases you may need to give us some security for a loan.

## What we'll need from you

You'll have to give us some information before you can borrow any money. The information we'll ask for will normally depend on:

- how long your business has been running
- how well your business is doing.

We may:

- do a credit check
- ask for a copy of your accounts (if your business is exempt from providing audited accounts, we may ask for a copy of your statutory report where you have one)
- ask you for a cash flow forecast showing the movement of money through your business over a certain period of time (particularly if you're starting a new venture or if we feel that your existing business is having difficulties. We can give you a pro-forma cash flow forecast if required)
- ask you for regular and up-to-date management information (your accountant will be able to help you with this)
- ask for a copy of the resolution authorising borrowing from the directors of your company.

## Business overdraft text alerts

If you don't have an agreed formal overdraft with us and try to make a payment that would make your account go overdrawn, we'll assume you'd like an informal overdraft. Or, if you already have a formal overdraft and haven't agreed an increase to the existing limit, but try to make a payment that would go over your overdraft limit, we'll assume you'd like an informal overdraft.

If you don't have a relationship manager, you haven't opted out of receiving our text alerts and we have your UK mobile number, we'll send you a text message to alert you that we've given you an informal overdraft. If you clear the informal overdraft or bring your account balance back within your formal overdraft limit by 11.45pm on the same day, you'll avoid informal overdraft charges and interest. You should continue to check your statements and monitor your account carefully in case we have not been able to send you one.

## Bank charges and interest

To see how we work out and apply interest, and what our charges are, call us or ask at your local branch. You should already have a copy of our Business Price List which shows the main costs of banking with us or you can get it here [www.business.hsbc.uk](http://www.business.hsbc.uk) or [www.business.ciom.hsbc.com](http://www.business.ciom.hsbc.com)

# Financial Services Compensation Scheme

## Important information about compensation arrangements

### If you're in the UK

In the UK, we are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors are covered by the scheme.

In respect of deposits an eligible depositor is entitled to claim up to the current FSCS limit for deposits. For joint accounts each holder is treated as having a claim in respect of their share, so for a joint account held by two eligible depositors, each depositor would have a claim up to the FSCS deposit limit and so the maximum amount that could be claimed in total would be twice the current FSCS limit. The FSCS deposit limit relates to the combined amount in all the eligible depositor's accounts with the bank, including their share of any joint account, and not to each separate account.

HSBC and First Direct are both trading names of HSBC Bank plc and customers who hold deposits under both trading names will only be eligible for one claim of up to the current FSCS deposit limit in total.

For further information about the scheme (including the current limits, amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk) or call the FSCS on 020 77414100 or 0800 678 1100. Please note only compensation related queries should be directed to the FSCS.

### If you're in the Channel Islands or the Isle of Man

In the Channel Islands and the Isle of Man, money in bank accounts isn't protected by the UK Financial Services Compensation Scheme (FSCS).

In Jersey, we're a participant in the Jersey Bank Depositors Compensation Scheme. The Scheme offers protection for eligible deposits of up to £50,000. The maximum total amount of compensation is capped at £100,000,000 in any five-year period. Full details of the scheme and the banking groups covered are available on the States of Jersey website: <http://www.gov.je/dcs> or on request.

HSBC Bank plc, Guernsey branch is a participant in the Guernsey Banking Deposit Compensation Scheme. The Scheme offers protection for 'qualifying deposits' of up to £50,000 subject to certain limitations. The maximum total amount of compensation is capped at £100,000,000 in any five-year period. Full details are available on the Scheme's website [www.dcs.gg](http://www.dcs.gg) or on request.

On the Isle of Man, we're part of the Isle of Man Depositors Compensation Scheme which offers protection for 'eligible protected deposits' of up to £50,000 (which includes deposits by most individual persons but doesn't include trustees or nominees, for example). The Scheme covers £20,000 for most other people with deposits (subject to certain rules and limitations set out in the Scheme). The maximum total amount of compensation covered is £200,000,000 in any consecutive 10-year period.

If you'd like full details of the Schemes in Jersey, Guernsey or the Isle of Man, go to one of our branches.

# Useful terms

**ATM** – Any automatic teller machine where you can withdraw cash (whether it's run by HSBC or anyone else).

**BACS** is the Bankers Automated Clearing System.

**Business Pay In** means that you can pay cash and cheques into your account using a Business Pay In packet (either over the counter or at a Business Pay In machine).

**Channel Islands** mean Jersey and Guernsey (including Alderney and Sark).

**CHAPS** stands for Clearing House Automated Payment System. A 'CHAPS Payment' is a way of sending a sterling payment to another account in the UK, the Channel Islands or Isle of Man using CHAPS.

**Collection** means we'll send the foreign cheque to the paying bank and only apply the payment to your account when we receive it from the paying bank. If we don't receive a payment request before the cut-off time on a working day, we'll treat your request as received on the next working day.

**Cut-off time** – This is the latest time on any given day that we can accept payment instructions to be processed on the same working day. You can ask us for the relevant cut-off time when you give us a payment instruction. There are different cut-off times for different kinds of payments – see your Business Banking Terms and Conditions for details.

**EEA** – All of the countries in the European Union plus Iceland, Norway and Liechtenstein.

**Express bank machine** – A machine which lets you do some of the day-to-day banking you can't do at a normal ATM (like paying in cheques, for example).

**Internal Transfer** – A one-off or regular sterling payment between any two accounts you have with us, in the same name, in the UK, the Channel Islands and Isle of Man.

**International Payment** – An international payment from your account in any freely traded currency.

**Negotiated** – This means we'll assume that the foreign cheque will clear. We'll convert the foreign cheque into sterling using the HSBC Exchange Rate and pay that amount into your account on the working day after we receive the foreign cheque. For more information on the HSBC Exchange Rate see your Business Banking Terms and Conditions.

**Self-service machine** – Any machine that lets you withdraw cash or do day-to-day banking with your debit card – including ATMs, Express bank machines, Business Pay In machines and our foreign currency machines.

**SEPA (Single Euro Payments Area)** is a European Union initiative to make it simpler and faster to make euro payments across the EU. SEPA includes the members of the EEA, plus Monaco, San Marino, Switzerland, Channel Islands and Isle of Man.

**SEPA Core Direct Debit** – A regular euro payment which you've authorised us to make from an international business or foreign currency account euro account to an account in a SEPA Country (except any payments made under the SEPA Business to Business Direct Debit Scheme).

**SEPA Credit Transfer** – A euro payment from your account to an account in an EEA country and other eligible countries (for a full list of countries, just ask us). If your account isn't in euro, we'll convert the payment into euro at the current HSBC Exchange Rate at the time. For more information on the HSBC Exchange Rate see your Business Banking Terms and Conditions.

**Special presentation** – Where we send a sterling cheque by post to the bank it came from, for payment – and they let us know as soon as they receive it whether they'll pay it or not.

**TPP** – A TPP is a third party service provider that's authorised by or registered with the Financial Conduct Authority or another EEA regulator or otherwise permitted by law to access information and make payments on online payment accounts operated by other providers (such as banks, building societies and credit card issuers) and has your permission to do this. An EEA regulator is a regulator in a member state of the European Union, Iceland, Liechtenstein or Norway.

**Working day** – Monday to Friday (except public holidays).

## About HSBC

HSBC Bank plc is a company registered and established in England and Wales under registration number 14259. Our registered office is at 8 Canada Square, London E14 5HQ. Our VAT registration number is GB365684514.

HSBC Bank plc is:  
authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (our firm reference number is 114216) regulated by the Jersey Financial Services Commission for Banking, General Insurance Mediation, Fund Services and Investment Business licensed by the Guernsey Financial Services Commission for Banking, Insurance and Investment Business licensed by the Isle of Man Financial Services Authority.

**hsbc.co.uk**

**Issued by HSBC Bank plc.**

Customer information:

PO Box 6201, Coventry CV3 9HW

Isle of Man: PO Box 20, HSBC House, Ridgeway Street, Douglas, Isle of Man IM99 1AU

Jersey: PO Box 14, St Helier, Jersey JE4 8NJ

Guernsey: 20–22 High Street, St Peter Port, Guernsey GY1 2LB

