

# 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 your main account Terms and Conditions the following order of priority applies:

- first, these Additional Conditions;
- next, the Terms and Conditions for your business accounts and related services, and
- finally, the Relationship Terms.

You can find information on the charges that apply to the Global Wallet Service in the separate pricing agreement negotiated with your Relationship Manager.

<b>What is Global Wallet?</b>	<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 HSBC 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>
<b>Getting access</b>	<p>Your Global Wallet account(s) can only be accessed and operated through user permissions you've set up in HSBC Business Internet Banking or HSBCnet.</p> <p>To set up Global Wallet, you'll need:</p> <ul style="list-style-type: none"> <li>• an HSBC Sterling Business Current Account, and</li> <li>• access to HSBC Business Internet Banking or HSBCnet.</li> </ul> <p>If you use HSBC Business Internet Banking to make payments through Global Wallet, you'll also need to have an International Payment Limit set up. The Primary User must assign an International Payment Limit to each user in order for them to make Global Wallet payments.</p>

<b>Using Global Wallet</b>	<p>The Global Wallet service is accessed through your HSBC Business Internet Banking or HSBCnet logon credentials. It can't be accessed through a branch or any other HSBC online services.</p> <p>The Global Wallet service and your Global Wallet account(s) may only be used in line with the legal requirements relevant to the country you're transacting in.</p> <p>We don't 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 HSBC Global Wallet Guide for the principles of making cross border payments and transferring funds to and from your Global Wallet.</p>
<b>Funding and withdrawing funds</b>	<p>You can only fund your Global Wallet account(s) by making a transfer through HSBC Business Internet Banking or HSBCnet from one of your other HSBC accounts linked to the same business.</p> <p>To withdraw money, funds must be transferred to an HSBC account that's linked to your business.</p> <p>If the transfer between accounts requires a currency exchange, we'll use HSBC Get Rate. This will provide a real time exchange rate, which you can accept or decline at the point of transfer.</p>
<b>Payments out</b>	<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>Where the Pay Local service isn't available, you can use your Global Wallet account(s) to make SWIFT payments.</p> <p>Please refer to the HSBC Global Wallet Guide for more information, including in-scope countries for Pay Local payments and SWIFT.</p>

<b>Insufficient funds</b>	<p>You, or users with permission, can only make a payment from a Global Wallet account using cleared funds. We won't 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>
<b>Payments in</b>	<p>You can receive payments into your Global Wallet account(s) from third parties using our Receive Local service or SWIFT. Please refer to the HSBC Global Wallet Guide for more information including in-scope currencies.</p> <p>For the avoidance of doubt, in-country bank details aren't treated the same as a bank account. To receive payments, we'll provide you with in-country bank details on screen which are available in channel and are mandatory for the payment to be credited to your Global Wallet. This will enable payers to transfer funds through 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 your account.</p> <p>Incoming payments to Global Wallet accounts must include the HSBC entity in front of the company name in the beneficiary or payee name field as HSBC UK - Customer Name. If the beneficiary/payee information on the payment is not formatted in this way, the payment will be rejected and automatically returned.</p>
<b>Interest</b>	<p>No interest will be paid to you on balances held in your Global Wallet account(s).</p> <p>For any Global Wallet account where the credit interest rate goes below zero, we may charge you interest on the money in the account.</p>

<b>Transaction listings and statements</b>	<p>You can view your Global Wallet account(s) transactions and charges through HSBC Business Internet Banking or HSBCnet, depending on how you access the service. We'll also provide an electronic monthly account statement in a downloadable PDF. You'll find this within Global Wallet, under the Composite Statements tab.</p> <p><b>You must inform HSBC promptly of any unusual or unauthorised transactions.</b></p>
<b>Fees and Charges</b>	<p>Your HSBC Business Internet Banking Primary User must set up an International Payments Limits for each user to make payments using Global Wallet. Charges related to the International Payments service and Global Wallet service can be found in the HSBC Business Price List.</p> <p>For HSBC 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 previously nominated for HSBCnet. We will not accept settlement of your invoice from one of your Global Wallet accounts.</p>
<b>Closing your account</b>	<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 made using the HSBC Get Rate real time exchange rate.</p> <p>If we terminate or withdraw your HSBC Business Internet Banking or HSBCnet profile, your Global Wallet service linked to this will also be terminated.</p> <p>If we have to close your Global Wallet account(s) for any reason, then any currency exchange applied will be consistent with the HSBC Get Rate real time 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](https://business.hsbc.uk/accessibility) or [business.hsbc.uk/contact-us](https://business.hsbc.uk/contact-us).

**business.hsbc.uk**

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