

**first direct**

# **Give me the facts**

Effective from 16 September 2016

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This document is available in large print, audio and Braille.  
Please contact us on: **03 456 100 100** or Text-phone  
**03 456 100 147** and we will be pleased to organise an  
alternative version for you.

## Welcome

This guide explains how your banking works. It takes you through the ways you may be able to access your accounts, make payments and keep both your finances and information safe. It applies to both your 1st Account and any savings accounts you have, however, not all of the services mentioned apply to all types of accounts.

## Discover the difference

Your 1st Account is designed to take care of all your day-to-day banking needs. We can help you transfer any Standing Orders or Direct Debits that you may have elsewhere.

## Ways to bank

### Online

Our Internet Banking service is the perfect way to keep track of your money wherever you are. It puts you immediately in control of your finances 24 hours a day, 7 days a week, 365 days a year, giving you an instant view of your selected **first direct** accounts, together with balances, statements, payment details and more:

- view balances and receive statements online
- pay bills
- transfer money
- manage Standing Orders and Direct Debits.

To register for Internet Banking, visit **firstdirect.com**, click on Internet Banking at the top of the page and follow the instructions.

To use Internet Banking for the first time, you must set up a telephone password. Once you have done this, we will supply you and, in the case of joint accounts, both of you, with your unique identifier which you can then use to access the service together with other security information that we request.

### By phone

You can call us any time of day or night, seven days a week, 365 days a year. Your call will always be answered by a real person here in the UK. Call us on **03 456 100 100** from the UK and on **+44 113 234 5678** from abroad.

When you open your 1st Account with us we will ask you if you would like to register for Telephone Banking. We'll ask you to provide us with a password and some information personal to you. When you call we will ask you for two letters from this password and the answer to an additional security question.

### **By Text-phone**

You can contact us using a Text-phone on **03 456 100 147** from the UK and via the Text Relay service on **+44 151 494 1260** from abroad.

Please remember to clear your Text-phone's memory after every conversation with us.

Remember to tear out and destroy any printed record of your personal details from any printer attached to your Text-phone. Keep your Text-phone in good working order as a general security measure.

### **On your mobile**

You can view your accounts on your smartphone by using our app, or by logging on to Internet Banking via **firstdirect.com**.

### **Text Message Banking**

Our Text Message Banking service keeps you in touch with your money. Where you have provided us with your mobile phone number, we'll automatically send you a weekly mini-statement to your mobile showing your balance and last five transactions.

We can also send you personalised text messages, giving you more control over your money. You can enjoy mini-statements and texts letting you know everything from your balance, to the fact your salary's in.

### **Overdraft text alerts**

Where we hold a valid mobile phone number for you we'll send you a text message alert when we agree to an informal overdraft, giving you the opportunity to pay in funds and avoid fees. We'll also send a text message alert when we're not able to agree an informal overdraft. If you credit sufficient cleared funds by 3.30pm the same day we send the alert, we'll be able to pay your items. However in the case of cheques, you'll need to give us a call before 3.30pm too. If you don't want to receive these alerts, just let us know.

### **Paying for goods and services**

Our debit cards can be used wherever Visa is accepted – with some of our cards you can also make contactless payments. You can use your debit card in person or remotely.

### **Recurring Transactions**

A recurring transaction, sometimes called a continuous payment authority, is a series of payments collected with your agreement from your debit card by a retailer or supplier (for example, insurance cover). This is an agreement between you and the retailer. The Direct Debit Guarantee does not cover these transactions. If you wish to cancel a recurring transaction you can do this with the retailer or us. If you contact the retailer you will also be able to deal with the agreement you have with them and you can make other arrangements for payment or cancellation of the goods or services. If you cancel with the retailer, we recommend you keep evidence of the cancellation. Once you have cancelled with the retailer or us, if the retailer does try to collect any future payments under the recurring transaction agreement, we will treat these as unauthorised. If we miss any of the cancelled transactions, please contact us.

## **Cashback**

Many retailers offer cashback of up to £100 (if the funds are available in your account or you have a covering overdraft) when paying for goods with your Visa debit card.

## **Paying in**

You can easily arrange to have your salary paid directly into your **first direct** account. You can also pay funds into your **first direct** account by transfer from another bank or send cheques to us by post.

## **In HSBC branch**

For speed and convenience, most HSBC branches offer:

- **Paying-in machines**

These machines allow you to conveniently deposit cheques and cash. You'll receive a handy acknowledgement receipt once you're done.

- **Cash machines**

Use an HSBC cash machine in the UK to withdraw cash, top up your mobile phone, pay your credit card bill, get a mini-statement or change your PIN. You can also withdraw cash (up to your daily card limit), check your account balance or change your PIN from cash machines worldwide wherever you see the Visa logo.

- **Counter Service**

Where available you can pay cash or cheques into your account(s) free of charge over the counter at HSBC branches.

## **Services available at Post Office® branches**

You can withdraw cash, pay in cash and check your current account balance at Post Office® branches in the UK using your debit card. You can also pay in cheques by completing a pre printed paying in slip from your paying in book or cheque book and handing this to the Post Office® cashier in a paying in envelope.

Cash withdrawals at Post Office® branches will be deducted from your daily card withdrawal limit. Cheques deposited at Post Office® branches must have a pre printed paying in slip enclosed and will take longer to reach your account. Cheque Deposit envelopes are available from Post Office® branches.

In certain circumstances, subject to status, we may offer a cheque encashment service at Post Office® branches to customers who are unable to use a Chip and PIN card. Please contact us for further information regarding this service. We may withdraw this service at any time based on account conduct.

## Making payments

As well as withdrawing cash from your account, you can select from a wide range of payment methods to suit your personal needs.

Payment type	How to make a payment	Cut-off time	Can a payment be sent on a specific date
<p><b>Paying in cash</b> Pay cash into an account at any HSBC branch where available.</p>	Over the counter or at a HSBC paying-in machine.	Cut-off times are displayed on HSBC paying-in machines.	N/A
<p><b>Bill Payments</b> Payments made in sterling from your account, to the account of a person or organisation in the UK, Channel Islands or Isle of Man.</p> <p>Most Bill Payments are made through the Faster Payments service.</p>	Internet Banking, telephone banking and post.	<p>11.45pm for Bill Payments made through the Faster Payments service.</p> <p>11.45pm for Bill Payments under £50,000 made to a recipient who has an account with HSBC Bank plc, <b>first direct</b> or M&amp;S Bank in the UK, 7.30pm if the payment is for £50,000 or over.</p> <p>3.30pm for all other Bill Payments.</p>	Yes. You can also cancel the payment through Internet Banking, telephone banking or by post up to 11.45pm the day before we send the payment.
<p><b>Standing Orders</b> A regular payment made to a person or business in the UK.</p>	Internet Banking, telephone banking and post.	<p>Two days before the first payment through telephone banking or Internet Banking.</p> <p>In a HSBC branch/post, end of working day before the first payment.</p>	Yes. You can cancel a future payment through Internet Banking, or telephone banking. For payments due in the next 2 business weekdays, you must cancel via telephone banking before 11pm on the working day before we send the payment.

Payment type	How to make a payment	Cut-off time	Can a payment be sent on a specific date
<p><b>Internal transfers</b> Sterling transfers made between UK accounts held with us in your name, including joint accounts.</p>	<p>Internet Banking, telephone banking, post and HSBC ATM machines.</p> <p>HSBC ATMs can only be used to transfer money between a current account and a <b>first direct</b> credit card or a nominated savings account (not ISA).</p>	11.45pm	Yes. You can also cancel the payment through Internet Banking, telephone banking or post up to 11.45pm the day before we send the payment.
<p><b>Electronic Fund Transfers</b> Payments made in sterling, from a sterling account that aren't bill payments or Standing Orders. They are made through the Clearing House Automated Payment System (CHAPS).</p>	Telephone banking.	4.45pm	Yes. You can also cancel the payment by telephone banking before 10pm the working day before we send the payment.
<p><b>Currency Account Transfers</b> Payments made between UK accounts held with us in your name, including joint accounts, that involve a currency exchange or are made in a currency other than sterling.</p>	Telephone banking.	<p>Currency cut-off times apply.</p> <p>Please see your Account Terms and Conditions.</p>	No.

Payment type	How to make a payment	Cut-off time	Can a payment be sent on a specific date
<p><b>Priority Payments</b> International payments.</p> <p>UK payments involving a currency exchange when Currency Account Transfer is not appropriate.</p>	Telephone banking.	<p>Currency cut-off times apply.</p> <p>Please see your Account Terms and Conditions.</p>	Please see your Account Terms and Conditions.
<p><b>Sterling Direct Debit</b> A regular sterling payment made from a sterling account to an organisation or person in the UK, which may vary by amount or date. Each payment is requested from us, by the recipient.</p>	Complete a Direct Debit mandate with the recipient in writing, by phone or online.	We must receive the instruction from the recipient by 10.30pm at least 2 working days before the payment date.	Yes, if agreed with the recipient and the payment is requested on a specific date. For details on how to cancel these types of payment see our Account Terms and Conditions.

All payment types cannot be made from all account types. Please call us on **03 456 100 100** if you would like confirmation.

We may set limits on payments, which we will tell you about when you make a payment. Charges may apply, please see your Account Terms and Conditions for details. For more information about payments, including cut-off and processing times, see the Important information section at the end of this booklet.

Please note that other costs and/or taxes may exist that are not imposed by us nor paid via us.

### Direct Debit Guarantee

The Direct Debit Guarantee is offered by all banks and building societies that take part in the Direct Debit Scheme, we are a member of the Scheme. If an amount to be paid by direct debit changes, or the payment date changes, the organisation receiving the payment will notify you at least ten business weekdays in advance of your account being debited, or as otherwise agreed. If an error is made by the organisation or us, we will give you a full and immediate refund of the amount paid. For further information regarding the Direct Debit Guarantee and the Direct Debit Scheme, go to [directdebit.co.uk](http://directdebit.co.uk).

## Payments by cheque

While payments by cheque are less frequent these days, they can still be useful. Cheques are only available on your 1st Account.

Cheques that you write pass through a clearing process. Normally there will be two working days before the money is deducted from your account after the recipient pays it into their account. This can be shorter if you are with the same bank.

### Receiving cheques

When you pay a sterling cheque into your account in the UK, we need to obtain funds from the bank who issued the cheque – this is known as ‘clearing a cheque.’ The central clearing cycle normally takes three working days after the day the cheque has been paid in before you can withdraw the money. Any cheques paid in after 3.30pm will be treated as received the following business day. The diagram below shows when to expect cleared funds in your account. Cheques may take longer to clear when paying in via another bank or an agent such as the Post Office.

### Central clearing cycle example

This table shows how the central clearing cycle works:

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
C		I	A						
	C		I	A					
		C		I	B	B	A		
			C				I	A	
				C				I	A

C = The day the cheque is paid in

A = The day the money is normally available to withdraw (counters and cash machines)

B = The day the money is normally available to withdraw through a cash machine

I = The day from when overdraft interest and/or credit interest (as applicable) is calculated from, including the cheque within your cleared account balance.

## **Cheque books**

When you only have a few cheques remaining, we will automatically send a new cheque book to the address we have for you. If you require a new cheque book sooner, call us for a replacement. You can also complete and return the re-order form found at the back of some of our cheque books.

## **Stopping a cheque**

You can stop cheques you have written provided we receive the request to stop it before 1.30pm on the day the cheque is presented for payment.

To stop a cheque you need to telephone us with the cheque number, the date of the cheque, who the cheque was payable to and how much it was for. There is a charge for this service, please see your Account Terms and Conditions for details.

## **Tips for writing cheques**

We recommend that you:

- write clearly and use ink that can't be erased
- reduce gaps between words or figures
- add further information, eg a reference name or an account number when making a cheque payable to a large organisation
- draw horizontal lines through blank space on the 'pay' line
- do not sign a cheque before you use it
- if you post a cheque to someone, clearly write the name of the person you are paying the cheque to and put extra information about them on the front of the cheque e.g. Inland Revenue, Account J Jones.

## **Overdrafts**

We'll take into account your current Standing Orders and Direct Debits when assessing your application for an overdraft, using our usual criteria.

You can request an overdraft, or an increase to an existing overdraft limit, on your 1st Account (but not on a savings account) by either:

- making a formal request, that is, you ask us for and we agree to provide you with, an overdraft or an increase to an existing overdraft limit before you authorise any payments or withdrawals from your account that, if made by us, would cause your account to go overdrawn or over an existing overdraft limit; or
- by way of an informal request, that is, where you authorise a payment or withdrawal to be made from your account which, if made by us, would cause your account to go overdrawn or over an existing overdraft limit, without having agreed with us in advance an overdraft or an increase to an existing overdraft limit on your account to cover such payment.

We will charge you a daily Informal Overdraft Usage Fee on any day your 1st Account is in informal overdraft.

Our current daily Informal Overdraft Usage Fee is £5 per day.

Please refer to the **first direct** Account Terms and Conditions.

We always recommend that you contact us in advance if you think you might need an overdraft so that you can avoid incurring unnecessary costs. Please see **firstdirect.com/examples** for industry examples that show how much an overdraft may cost you if not arranged in advance.

Before we deduct overdraft interest and/or overdraft fees, we will give you at least 14 days notice of the amount to be deducted.

### **Overdraft interest and credit interest rates**

Full details of Overdraft Interest rates can be found in your Account Terms and Conditions at **firstdirect.com/legals** or by calling us on the number below. Full details of our current Savings interest rates can be found at **firstdirect.com/savings** or by calling us on the number below.

## **Protecting your information**

It's important to keep your finances safe. Here are some of the steps you can take to help keep your money and information secure:

- **Keep your details up-to-date**

Let us know if you change your name or contact details as soon as possible, by phoning or writing to us. Remember to make sure that confidential information detailed in any of our communications with you is not seen by anyone else.

- **Regularly check your statements**

You should check your statements as soon as you receive them or as soon as they are available online, and call us immediately if anything looks suspicious.

## **Switching Process**

The Current Account Switch Service lets you switch your current account from one participating bank or Building Society to another, free of charge and is backed by the Current Account Switch Guarantee.

Please note: As part of the Current Account Switch Service your old account will close on the day that you choose to switch.

For Northern Ireland customers:

- if there is a failure in the switching process we will refund any charges or interest you've paid to us, and your old bank should refund any charges or interest you've paid to them, and
- if you use our switching service we can offer you an interest and charge free overdraft for three months from the date that you open your account with us, subject to our usual credit assessment criteria.

## Additional information

### Services for disabled customers

Customers with disabilities may find the following services particularly convenient:

- Text-phone to Text-phone service available to customers – please call **03 456 100 147** to access this service
- statements and correspondence in braille, audio and large print
- cheque, pay-in slip and plastic card templates
- calls via the Text Relay service
- chip and signature cards - if you have trouble using a chip and PIN card, a chip and signature card can be issued in its place
- hearing loops in HSBC branches to assist hearing aid users.

### Dormant accounts

If you ask us, we will tell you how you can access an account that has been inactive for two years or more, either directly or via the British Bankers' Association, the Building Societies Association or National Savings and Investments dormant account scheme. If you have money in a dormant account, it will remain your property (or if you die it will form part of your estate).

### Protecting yourself against fraud and financial crime

**first direct** takes fraud and other financial crime very seriously. For useful tips to help you protect yourself, refer to the following link – [firstdirect.com/1/2/security-centre/phishing-fraud-cons](https://www.firstdirect.com/1/2/security-centre/phishing-fraud-cons).

### What are your thoughts?

Your views are important to us. If we do not deliver the standard of service you expect, or if we make a mistake, we want to know. We will investigate the situation and set about putting things right as quickly as possible. Where appropriate, we will also take steps to avoid making similar mistakes in the future.

Contact us and provide us with the details of your complaint. Where possible, we will try to give you an answer there and then.

You can contact the department concerned in the following ways: from the UK **03 456 100 100** (Text-phone **03 456 100 147**) or from abroad **+44 113 234 5678** (Text Relay **+44 151494 1260**); **by secure e-message** ("dissatisfied"); or by writing to Customer Relations **first direct**, 40 Wakefield Road, Leeds LS98 1FD.

We intend to resolve your concerns fairly and quickly. In most cases this can be done if you allow the department involved to listen to your concerns, understand the problem and then deliver an effective solution to you. However, if you remain dissatisfied and you would like more information about our process or resolving complaints, please ask for explanatory leaflet, '**Listening to Your Comments**'.

You may be able to refer your complaint to the Financial Ombudsman Service. You can write to:

**Financial Ombudsman Service, Exchange Tower, London E14 9SR.**

e-mail: **enquiries@financial-ombudsman.org.uk**

You can call the Financial Ombudsman Service on **0800 0 234 567** or **0300 123 9 123** or send a fax on **0207 964 1001** or simply log on to their website at **complaint.info@financial-ombudsman.org.uk**

## **Important information**

**first direct** is a division of HSBC Bank plc. HSBC Bank plc is established at 8 Canada Square, London E14 5HQ which is its registered office. HSBC Bank plc is a company incorporated under the laws of England and Wales with company registration number 14259. HSBC Bank plc's registered VAT 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. We are a financial services organisation and banking institution. The Financial Conduct Authority is the supervisory authority under Consumer Credit Act 1974. Its address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. HSBC Bank plc is entered in the Financial Services Register under reference number 114216. You can check this on the Financial Services Register by visiting the Financial Conduct Authority website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the Financial Conduct Authority on 0800 111 6768. For all other enquiries on your account please contact **first direct** on **03 456 100 100**†.

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

Your account is subject to the **first direct** Account Terms and Conditions and any other terms and conditions we subsequently provide to you.

You can ask us for a copy of your Account Terms and Conditions, Interest Rates and Charges and this brochure, at any time, by contacting us, on the number detailed below. The current version of these documents will also be available on **firstdirect.com/legal**.

We may change the information in this brochure at any time. If we change the information in the table on pages 6 to 8 or the Telephone Banking and Text-phone users sections on pages 3 and 4, or the Important information section on page 13 we will give you at least 2 months' advance personal notice.

**Telephone Banking and Internet Banking** are subject to emergency or scheduled maintenance periods. We will try to inform you in advance but it may not always be possible to do so.

To help us continually improve our service and in the interests of security we may monitor and/or record your telephone calls with us.

## **Payments, cut-off and processing times**

Provided you have asked us to make a payment before the relevant cut-off time (see tables on pages 5 to 7 for details), then the maximum processing times for payments to reach the recipient's bank are as follows:

- Internal Transfers – immediate.
- Bill Payments – immediate for Bill Payments to other accounts with us and/or HSBC Bank plc, same day for other Bill Payments we can pay via faster payments. Next business weekday for other Bill Payments. Three business weekdays for Bill Payments to HSBC Bank International branch accounts.
- Electronic Funds Transfers – same day.
- Currency Account Transfers – next business weekday day except for Moroccan Dirham accounts which may be up to 2 business weekdays.
- Priority Payments – next business weekday (within the EEA and in EEA currency). Up to 5 business weekdays (outside the EEA and/or non EEA currency) but this may take longer depending upon the country the money is being sent to.
- Standing Orders – immediate for Standing Orders to other accounts with us and/or HSBC Bank plc (up to 2 hours to a credit card with us and/or HSBC Bank plc), same day for any other Standing Orders. Three business weekdays for a Standing Order to an account at HSBC Bank International branch accounts.

For more information about payments, including cut-off and processing times, please ask us or see your Account terms and conditions.



Protected

## **The Financial Services Compensation Scheme**

We're covered by the Financial Services Compensation Scheme (FSCS) which can pay compensation to depositors if a bank is unable to meet its financial obligations.

Most depositors are covered by the scheme and where necessary an eligible depositor can claim up to the current FSCS limit for deposits. For joint accounts, each account holder can claim their share so, for a joint account held by two eligible depositors, each can claim up to the FSCS deposit limit ie 2 x the current FSCS deposit limit. The FSCS deposit limit applies to the combined amount in all the eligible depositor's accounts with us including their share of any joint account(s), not to each separate account.

**first direct** and HSBC are both trading names of HSBC Bank plc and customers who hold deposits with both will only be eligible to make one claim up to the FSCS deposit limit.

For further information about the scheme including the current limit and eligibility to claim please visit the FSCS website [FSCS.org.uk](http://FSCS.org.uk) or call them on 020 7741 4100 or 0800 678 1100.

For all other enquiries on your account please contact **first direct** on **03 456 100 100**.

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