

**first direct**

**Give me  
the facts**

# Welcome

This guide explains how your account works. It takes you through the ways you may be able to access your account, make payments and keep both your finances and information safe. Not all of the services mentioned apply to all types of accounts.

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## Accessibility

To find out more about our accessible services please visit [www.firstdirect.com/accessibility](http://www.firstdirect.com/accessibility).

If you'd like this document in another format such as large print, Braille or audio, please contact us on **03 456 100 100** or Text-phone **03 456 100 147** and we'll be pleased to organise an alternative version for you.

# Easy access to your account

## Online

The quickest and easiest way to access your accounts 24/7. See your accounts in one place, view your statements, make payments, transfer funds, and manage your Direct Debits and Standing Orders. To register for Online Banking, visit **firstdirect.com**, click on Online Banking at the top of the page and follow the instructions.

## By phone

You can call us 24/7 and 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, or **+44 113 234 5678** from abroad.

## 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.

## On your mobile

You can access our Mobile App to:

- set up new payee's and make Bill Payments to people in the UK
- transfer money between your **first direct** account(s), and
- view account balances.

## In HSBC branches

For speed and convenience, most HSBC branches offer:

**Paying-in machines** – Deposit cheques and cash.

**Cash machines** – Withdraw cash (up to your daily card limit), top up your mobile phone, pay your credit card bill, get a mini-statement or change your PIN. You can also check your account balance or change your PIN using cash machines worldwide wherever you see the Visa logo.

**Counter service** (where available) - pay cash and cheques into your account(s)

## 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 and handing this to the Post Office® cashier in a paying in envelope. You must have a PIN to be able to use your card at Post Office® branches.

Cheques deposited at Post Office® branches will take longer to reach your account than those paid in at HSBC branches.

# What Payment types are there?

You can pay for goods and services using your debit card (including contactless payments), on the move or from the comfort of your armchair electronically (via Online Banking or Mobile Banking), or by cheque. Some Payment types have cut-off times which can be found in your **first direct** Account Terms and Conditions, online, or by giving us a call. Whichever payment type you choose, we'll action your request as soon as possible.

Please remember, you must make sure you have enough money in your account (or enough money in your arranged overdraft) before making a payment. And if a payment has been sent in error, you must contact us as soon as possible.

You can also use:

- Apple Pay, Samsung Pay and Android Pay - a fast, easy and secure way to pay for goods and services by linking your HSBC card to your mobile device
- Bill Payments using the Faster Payments Service – a payment made in sterling to the account of a person or business in the UK, Channel Islands and Isle of Man
- Standing Orders – a regular payment made in sterling to a person or business in the UK
- Direct Debits – a regular payment made in sterling to a person or business in the UK which may vary by amount or date
- CHAPS – a payment made in sterling through the Clearing House Automated Payment System
- Internal Transfers – a payment made in sterling between UK accounts held with us in your name, including joint accounts
- Cheques – cheques you write will pass through a clearing system. This will either be by way of a digital image or paper. If a cheque you have written is cleared through the image clearing system, you'll see the funds being debited from your account the next working day, so it's important the money is in your account when you write the cheque and give it to the person you're paying. Timescales will vary depending on the Bank your cheque is paid into
- Paym – to securely transfer money from eligible current accounts to recipients using their mobile telephone number (if they are also registered for Paym) instead of their account details.

## International Payments

We've made it convenient, quick and easy for you to make your International Payments:

- **Available 24/7 via Online Banking**  
Send sterling or currency in a matter of minutes. We've also made it easy for you to set up future dated and recurring payments.
- **Simple Fees**  
Send money online for a small fee – please see the Charges and additional product terms for details. There's no payment fee at all if you transfer to another **first direct** or HSBC Account.
- **Exchange Rate Certainty**  
With live rates updated by the second during market hours we'll provide you with our most up to date foreign exchange rate available - providing you with the certainty and visibility of how much you're sending.
- **Safe & Secure**  
Using your own bank means you'll have peace of mind knowing that your transaction is secure.

# 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. 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 get them, and call us immediately if anything looks suspicious.

## 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 eg, Inland Revenue, Account J Jones.

## Telephone banking

When you register for telephone banking, you'll be asked to create a personal security number. You will also need to re-do this if you forget your security number. The number must be between six and 10 digits long. If you call us, we'll never ask for more than two digits of your security number to identify you as the account holder.

If we call you, we'll never ask for your security number or other security details.

We'll only ask questions based on information known to us about you, and the transactions on your account. We may not be able to assist you if we're unable to identify you as our customer using our security procedures.

## Textphone users

Please remember to clear your textphone'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 textphone.

Keep your textphone in good working order as a general security measure.

## Important Security Information

You must take all reasonable precautions to keep safe and prevent fraudulent use of any cards, security devices and security details (including PINs, security numbers, passwords or other details including those which allow you to use Online Banking and telephone banking). These precautions include but are not limited to all of the following, as applicable:

### General

- never write down or record your PINs and other security details in a way that can be understood by someone else
- don't choose security details that may be easy to guess
- take care to ensure that no one hears or sees your security details when you use them
- keep your security details unique to your accounts with us;
- don't allow anyone else to have or use your card, security devices or PINs (including us or the Police), except when using your card in connection with making payments, and your security details when registering for or resetting your telephone banking security details (but even then don't disclose in full).

Although you should also not generally give your security details to anyone else, you may give them to a Third Party Provider (TPP) if it's necessary to allow them to provide their services to you.

- keep card receipts and other account information containing personal details (such as statements) safe and dispose of them safely
- change your security details immediately and tell us as soon as possible if you know, or even suspect, that someone else knows any of those details, or if we ask you to
- keep your card, security devices, PINs and other security details safe.

### Cards and Card PINs

- safely destroy any Card PIN advice we send you immediately after receipt, eg by shredding it
- sign each card as soon as you receive it, if it bears a signature strip
- don't disclose the card number, Card PIN or card security codes except when using the cards to make payments
- don't disclose your Card PIN for mail order payments or when paying for goods and services over the telephone or online;
- use fraud prevention systems (such as Verified by Visa) when using debit cards to make payments through the internet
- don't tamper with the card
- comply with all reasonable instructions we issue regarding keeping your card and Card PIN safe.

### Contacting us about security concerns

If your card, is lost or stolen please call us as soon as possible on **0800 085 2404**. If your PIN, security device or security details are lost or stolen, or you suspect that someone has used or tried to use them, you must tell us without undue delay by calling us on **03 456 100 100**. You don't need to tell us if you've given your security details to a TPP in order to use their services.

# Additional information

## Services for disabled customers

Customers with disabilities may find the following services particularly convenient:

- textphone to textphone service - 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
- hearing loops in HSBC branches to assist hearing aid users
- 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.

# Important information

## 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://firstdirect.com/1/2/security-centre/phishing-fraud-cons)

## Dormant accounts

If you ask us, we'll tell you how you can access an account that we have suspended because you haven't used it for a while, 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).

## Financial difficulties

If you do find yourself in a position of financial difficulty or you are worried about your finances, please contact us. The sooner you talk to us, the sooner we might be able to help you.

## The Financial Services Compensation Scheme

Your **first direct** Bank or Savings Account is protected up to the FSCS compensation limit by the Financial Services Compensation Scheme, the UK's deposit protection scheme (most deposits are covered by the scheme). For more information, please visit the FSCS website at [fscs.org.uk](https://fscs.org.uk) and our Account Terms and Conditions.

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