



Have a question about your statement?
You can contact us through the HSBC Kinetic App

Your HSBC Kinetic Current Account Statement

The Secretary
VILLAGE PIZZA EWELL LTD
Village Pizza, 5 Castle Parade
Ewell By Pass
Epsom
KT17 2PR



Account Summary

| | | |
|--------------------------|-----------|---|
| Opening Balance | 8,103.85 | D |
| Payments In | 17,135.62 | |
| Payments Out | 19,938.80 | |
| Closing Balance | 10,907.03 | D |
| Arranged Overdraft Limit | 12,500.00 | |

24 June to 23 July 2025

International Bank Account Number
GB35HBUK40180040957682

Branch Identifier Code
HBUKGB4194O

| Account Name | Sortcode | Account Number | Sheet Number |
|-------------------------|----------|----------------|--------------|
| VILLAGE PIZZA EWELL LTD | 40-18-00 | 40957682 | 157 |

Your HSBC Kinetic Current Account details

| Date | Payment type and details | Paid out | Paid in | Balance |
|-----------|--------------------------------|----------|---------|-------------------|
| 23 Jun 25 | BALANCE BROUGHT FORWARD | | | 8,103.85 D |
| 24 Jun 25 | DD CAPIFY | 30.83 | | |
| | CR Paymentsense Limit | | | 92.94 |
| | DOJO24JUNLOC000001 | | | |
| | CR ORDERYOYO LTD | | | 598.79 |
| | 2025W24: 1788710 | | | |
| | BP Fahad Bin Ali | | | |
| | Wages | 7.00 | | |
| |))) TESCO PFS 2485 | | | |
| | EPSOM | 7.50 | | |
| | | | | 7,457.45 D |
| 25 Jun 25 | CR UBER PAYMENTS UK L | | | 477.78 |
| | DD CAPIFY | 30.83 | | |
| | CR Paymentsense Limit | | | 167.82 |
| | DOJO25JUNLOC000001 | | | |
| | OBP Fluid | | | |
| | 000001G7N78EUPLx | 91.95 | | |
| | VIS ASDA PETROL 4167 | | | |
| | BURGH HEATH | 39.64 | | |
| |))) BP OAKTREE CONNECT | | | |
| | LOWER KINGSWO | 42.02 | | |
| |))) NYX*PGGroup | | | |
| | Byfleet | 1.20 | | |
| |))) NYX*PGGroup | | | |
| | Byfleet | 1.20 | | |
| |))) ASDA SUPERSTORE | | | |
| | BURGH HEATH | 46.78 | | |
| 26 Jun 25 | DD CAPIFY | 30.83 | | 7,065.47 D |
| | CR Roofoods Limited | | | 313.96 |
| | BALANCE CARRIED FORWARD | | | 6,782.34 D |



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24 June to 23 July 2025

Your HSBC Kinetic Current Account Statement

Account Name
VILLAGE PIZZA EWELL LTD

Sortcode 40-18-00 Account Number 40957682 Sheet Number 158

Your HSBC Kinetic Current Account details

| Date | Payment type and details | Paid out | Paid in | Balance |
|-----------|--------------------------------|----------|---------|-------------------|
| | BALANCE BROUGHT FORWARD | | | 6,782.34 D |
| | CR Paymentsense Limit | | | |
| | DOJO26JUNLOC000001 | | | 274.02 |
| | VIS UNIVERSAL EXPRESS | | | |
| | ISLEWORTH | 283.94 | | |
| |))) TESCO STORES 2313 | | | |
| | CRAWLEY | 57.53 | | |
| |))) EAST SURREY HOSPIT | | | |
| | REDHILL | 13.15 | | |
| |))) ASDA STORES | | | |
| | CRAWLEY | 72.12 | | |
| |))) CP PLUS LIMITED | | | |
| | E SURREY HOSP | 6.00 | | |
| | BP Wajid khan | | | |
| | Wages | 13.00 | | |
| | BP Muhammad umair | | | |
| | Village pizza | 120.00 | | |
| | BP Wajid khan | | | |
| | Wages | 100.00 | | |
| 27 Jun 25 | DD BW LEGAL | 20.00 | | 7,174.06 D |
| | DD CAPIFY | 30.83 | | |
| | DD B.ONLINE LTD | 1.20 | | |
| | CR Paymentsense Limit | | | |
| | DOJO27JUNLOC000001 | | | 130.90 |
| | CR Just Eat.co.uk Lim | | | |
| | JEA18724491-575423 | | | 494.63 |
| | VIS EXPRESS FOODSERVIC | | | |
| | LITTLEHAMPTON | 1,178.15 | | |
| | VIS LETSORDERFOOD | | | |
| | PRESTWICH | 72.00 | | |
| | VIS ASDA STORES | | | |
| | TADWORTH | 66.99 | | |
| |))) TESCO PFS 2485 | | | |
| | EPSOM | 4.55 | | |
| | BP Village pizza ltd | | | |
| | Rent P9 | 500.00 | | |
| | BP Asfandyae shah | | | |
| | Wages | 253.60 | | |
| 28 Jun 25 | CR Paymentsense Limit | | | 8,675.85 D |
| | DOJO28JUNLOC000001 | | | 502.68 |
| | BP Bridget gyabeng | | | |
| | Wages | 185.00 | | |
| 29 Jun 25 | CR Paymentsense Limit | | | 8,358.17 D |
| | DOJO29JUNLOC000001 | | | 282.05 |
| | BALANCE CARRIED FORWARD | | | 8,076.12 D |



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|-------------------------|----------|----------------|--------------|
| VILLAGE PIZZA EWELL LTD | 40-18-00 | 40957682 | 159 |

| Your HSBC Kinetic Current Account details | | | | |
|---|--------------------------|---------------------------------------|----------|-------------|
| Date | Payment type and details | | Paid out | Paid in |
| | BP | BALANCE BROUGHT FORWARD Wajid khan | | 8,076.12 D |
| | | Wages | 200.00 | 8,276.12 D |
| 30 Jun 25 | DD | CAPIFY | 30.83 | |
| | DD | DOJOUK | 155.08 | |
| | CR | Paymentsense Limit | | |
| | | DOJO30JUNLOC000001 | | 319.16 |
| | VIS | UNIVERSAL EXPRESS | | |
| | | ISLEWORTH | 276.01 | |
| |))) | ASDA SUPERSTORE | | |
| | | BURGH HEATH | 55.05 | |
| |))) | ASDA SUPERSTORE | | |
| | | BURGH HEATH | 14.93 | |
| |))) | ELIF FOOD CENTRE | | |
| | | SUTTON | 41.99 | |
| |))) | TESCO STORES 2313 | | |
| | | CRAWLEY | 60.39 | |
| |))) | SHELL SNOW HILL | | |
| | | SHELL COPTHOR | 4.20 | 8,595.44 D |
| 01 Jul 25 | DD | CAPIFY | 30.83 | |
| | DD | VERISURE SERVICES | 56.71 | |
| | CR | Paymentsense Limit | | |
| | | DOJO01JULLOC000001 | | 153.63 |
| | CR | ORDERYOYO LTD | | |
| | | 2025W25: 1796891 | | 737.03 |
| | BP | G Rezahee | | |
| | | Wages | 100.00 | |
| | BP | G Rezahee | | |
| | | Wages | 1,920.00 | |
| | VIS | EXPRESS FOODSERVIC | | |
| | | LITTLEHAMPTON | 368.32 | |
| |))) | TESCO PFS 2485 | | |
| | | EPSOM | 3.60 | |
| |))) | ASDA SUPERSTORE | | |
| | | BURGH HEATH | 3.24 | |
| |))) | ALDI STORES LTD | | |
| | | EWELL | 28.77 | 10,216.25 D |
| 02 Jul 25 | CR | UBER PAYMENTS UK L | | |
| | DD | CAPIFY | 30.83 | |
| | CR | Paymentsense Limit | | |
| | | DOJO02JULLOC000001 | | 226.38 |
| | BP | Fahad Bin Ali | | |
| | | Wages | 200.00 | 9,588.38 D |
| 03 Jul 25 | DD | CAPIFY | 30.83 | |
| | BALANCE CARRIED FORWARD | | | 9,619.21 D |



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|-------------------------|----------|----------------|--------------|
| VILLAGE PIZZA EWELL LTD | 40-18-00 | 40957682 | 160 |

| Your HSBC Kinetic Current Account details | | | | |
|---|--------------------------|-------------------------|----------|------------|
| Date | Payment type and details | | Paid out | Paid in |
| | CR | BALANCE BROUGHT FORWARD | | 9,619.21 D |
| | CR | Paymentsense Limit | | |
| | | DOJO03JULLOC000001 | 191.35 | |
| | CR | Roofoods Limited | | 432.23 |
| | VIS | BOOKER LTD - 38589 | | |
| | | WELLINGBOROUGH | 198.02 | |
| 04 Jul 25 | DD | BW LEGAL | 20.00 | |
| | DD | CAPIFY | 30.83 | |
| | CR | Just Eat.co.uk Ltd | | |
| | | JEA18774882-575463 | 627.55 | |
| | CR | Paymentsense Limit | | |
| | | DOJO04JULLOC000001 | 214.74 | |
| | VIS | EXPRESS FOODSERVIC | | |
| | | LITTLEHAMPTON | 882.26 | |
| |))) | ELIF FOOD CENTRE | | |
| | | SUTTON | 17.99 | |
| | BP | Mohammed baqir | | |
| | | Wages | 400.00 | |
| 05 Jul 25 | CR | Paymentsense Limit | | 9,702.44 D |
| | | DOJO05JULLOC000001 | 407.76 | |
| | BP | Fahad Bin Ali | | |
| | | Wages | 200.00 | |
| | ATM | CASH BNKM JUL05 | | |
| | | BP EWELL CON@16:56 | 80.00 | |
| | BP | Atusa habibian | | |
| | | Wages | 100.00 | |
| 06 Jul 25 | CR | Paymentsense Limit | | 9,674.68 D |
| | | DOJO06JULLOC000001 | 251.23 | |
| | BP | Alkaben butani | | |
| | | Wages | 136.00 | |
| 07 Jul 25 | DD | CAPIFY | 30.83 | |
| | CR | Paymentsense Limit | | |
| | | DOJO07JULLOC000001 | 357.70 | |
| | VIS | UNIVERSAL EXPRESS | | |
| | | ISLEWORTH | 319.68 | |
| |))) | TESCO PFS 2965 | | |
| | | SUTTON | 10.20 | |
| |))) | ELIF FOOD CENTRE | | |
| | | SUTTON | 10.98 | |
| |))) | ASDA SUPERSTORE | | |
| | | BURGH HEATH | 61.15 | |
| |))) | DEEP CLEAN HAND CA | | |
| | | CRAWLEY | 30.00 | |
| |))) | RONTEC KINGSCROFT | | |
| | | LEATHERHEAD | 0.50 | |
| | BALANCE CARRIED FORWARD | | | 9,665.09 D |



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|-------------------------|----------|----------------|--------------|
| VILLAGE PIZZA EWELL LTD | 40-18-00 | 40957682 | 161 |

| Your HSBC Kinetic Current Account details | | | | |
|---|--------------------------|----------|---------|-------------|
| Date | Payment type and details | Paid out | Paid in | Balance |
| | BALANCE BROUGHT FORWARD | | | 9,665.09 D |
| |))) London Road Hand C | | | |
| | Crawley | 27.00 | | |
| | BP Fahad Bin Ali | | | |
| | Wages | 236.00 | | 9,928.09 D |
| 08 Jul 25 | DD CAPIFY | 30.83 | | |
| | CR Paymentsense Limit | | | |
| | DOJO08JULLOC000001 | | | |
| | CR ORDERYOYO LTD | | | |
| | 2025W26: 1814939 | | | |
| | BP Asfandyae shah | | | 739.65 |
| | Wages | 180.00 | | |
| | VIS EXPRESS FOODSERVIC | | | |
| | LITTLEHAMPTON | 1,400.02 | | |
| |))) LIDL GB EPSOM | | | |
| | LIDL GB EPSOM | 17.72 | | |
| | BP Muhammad umair | | | |
| | Village pizza | 150.00 | | 10,947.07 D |
| 09 Jul 25 | CR UBER PAYMENTS UK L | | | |
| | DD CAPIFY | 30.83 | | 469.98 |
| | CR Paymentsense Limit | | | |
| | DOJO09JULLOC000001 | | | |
| | BP G Rezahee | | | 544.55 |
| | Wages | 120.00 | | |
| | BP Atusa habibian | | | |
| | Wages | 20.00 | | |
| |))) ASDA STORES | | | |
| | TADWORTH | 51.89 | | 10,155.26 D |
| 10 Jul 25 | DD CAPIFY | 30.83 | | |
| | CR Paymentsense Limit | | | |
| | DOJO10JULLOC000001 | | | |
| | CR Roofoods Limited | | | 96.88 |
| |))) ASDA SUPERSTORE | | | |
| | BURGH HEATH | 44.14 | | |
| | BP Wajid khan | | | |
| | Wages | 250.00 | | 10,074.20 D |
| 11 Jul 25 | DD CAPIFY | 30.83 | | |
| | DD BW LEGAL | | | |
| | FINAL PAYMENT | 3.16 | | |
| | CR Paymentsense Limit | | | |
| | DOJO11JULLOC000001 | | | |
| | CR Just Eat.co.uk Lim | | | 230.93 |
| | JEA18845665-575496 | | | |
| | VIS EXPRESS FOODSERVIC | | | |
| | LITTLEHAMPTON | 679.18 | | |
| | BALANCE CARRIED FORWARD | 328.80 | | |
| | | | | 9,526.88 D |



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24 June to 23 July 2025

Your HSBC Kinetic Current Account Statement

Account Name
VILLAGE PIZZA EWELL LTD

Sortcode 40-18-00 Account Number 40957682 Sheet Number 162

Your HSBC Kinetic Current Account details

| Date | Payment type and details | Paid out | Paid in | Balance |
|-----------|--------------------------|----------|---------|-------------|
| | BALANCE BROUGHT FORWARD | | | 9,526.88 D |
| |))) ASDA SUPERSTORE | | | |
| | BURGH HEATH | 55.21 | | 9,582.09 D |
| 12 Jul 25 | CR Paymentsense Limit | | | |
| | DOJO12JULLOC000001 | | 325.51 | |
| | BP T G Davidson | | | |
| | Wages | 200.00 | | |
| | ATM CASH RB SCOT JUL12 | | | |
| | TESCO EWELL @20:38 | 200.00 | | 9,656.58 D |
| 13 Jul 25 | CR Paymentsense Limit | | | |
| | DOJO13JULLOC000001 | | 301.00 | 9,355.58 D |
| 14 Jul 25 | DD CAPIFY | 30.83 | | |
| | DD COMMERCIAL CARD | 108.85 | | |
| | DR DEBIT INTEREST | | | |
| | TO 22JUN2025 | 95.21 | | |
| | DR TOTAL CHARGES | | | |
| | TO 22JUN2025 | 19.14 | | |
| | CR Paymentsense Limit | | | |
| | DOJO14JULLOC000001 | | 205.84 | |
| | VIS UNIVERSAL EXPRESS | | | |
| | ISLEWORTH | 273.24 | | |
| |))) ELIF FOOD CENTRE | | | |
| | SUTTON | 13.00 | | |
| |))) ESSO COPTHORNE | | | |
| | CRAWLEY | 6.50 | | |
| |))) ASDA STORES | | | |
| | TADWORTH | 5.69 | | |
| |))) ASDA SUPERSTORE | | | |
| | BURGH HEATH | 44.88 | | |
| |))) NATIONAL TRUST | | | |
| | DORKING | 6.15 | | |
| |))) MCDONALDS 1713 | | | |
| | CRAWLEY | 18.55 | | |
| | BP T G Davidson | | | |
| | Wages | 88.00 | | |
| | BP Fahad Bin Ali | | | |
| | Wages | 250.00 | | 10,109.78 D |
| 15 Jul 25 | DD CAPIFY | 30.83 | | |
| | DD WEX EUROPE SERVICE | 84.80 | | |
| | CR Paymentsense Limit | | | |
| | DOJO15JULLOC000001 | | 156.32 | |
| | CR ORDERYOYO LTD | | | |
| | 2025W27: 1828088 | | 343.32 | |
| | BP Wajid khan | | | |
| | Wages | 150.00 | | |
| | BALANCE CARRIED FORWARD | | | 9,875.77 D |



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| Account Name | Sortcode | Account Number | Sheet Number |
|-------------------------|----------|----------------|--------------|
| VILLAGE PIZZA EWELL LTD | 40-18-00 | 40957682 | 163 |

Your HSBC Kinetic Current Account details

| Date | Payment type and details | Paid out | Paid in | Balance |
|-----------|--------------------------------|----------|---------|-------------------|
| | BALANCE BROUGHT FORWARD | | | 9,875.77 D |
| | BP Till rolls | | | |
| | Village pizza | 40.00 | | 9,915.77 D |
| 16 Jul 25 | CR UBER PAYMENTS UK L | | 720.03 | |
| | DD CAPIFY | 30.83 | | |
| | CR Paymentsense Limit | | | |
| | DOJO16JULLOC000001 | | 169.99 | |
| | BP G Rezahee | | | |
| | Wages | 100.00 | | |
| |))) TESCO PFS 2485 | 7.50 | | |
| | EPSOM | | | |
| |))) TESCO PFS 2485 | 7.20 | | |
| | EPSOM | | | |
| |))) ASDA SUPERSTORE | | | |
| | BURGH HEATH | 13.72 | | |
| | BP Muhammad umair | | | |
| | Village pizza | 200.00 | | 9,385.00 D |
| 17 Jul 25 | DD CAPIFY | 30.83 | | |
| | DD INTEGER LETSORDER | 60.00 | | |
| | CR Roofoods Limited | | | |
| | CR Paymentsense Limit | | | |
| | DOJO17JULLOC000001 | | 291.15 | |
| | OBP CAPITAL ONE | | | |
| | PBB000*****63 | 21.94 | | |
| | BP G Rezahee | | | |
| | Wages | 140.00 | | |
| | VIS TESCO PAY AT PUMP | | | |
| | CRAWLEY | 87.06 | | |
| |))) NEXT RETAIL LTD | | | |
| | CRAWLEY | 42.00 | | |
| | BP Wajid khan | | | |
| | Wages | 20.00 | | |
| | BP Asfandyae shah | | | |
| | Wages | 100.00 | | 8,879.45 D |
| 18 Jul 25 | DD CAPIFY | 30.83 | | |
| | DD B.ONLINE LTD | 13.74 | | |
| | CR Paymentsense Limit | | | |
| | DOJO18JULLOC000001 | | 145.99 | |
| | CR Just Eat.co.uk Lim | | | |
| | JEA18901767-575528 | | 497.41 | |
| | VIS EXPRESS FOODSERVIC | | | |
| | LITTLEHAMPTON | 1,165.65 | | |
| | VIS BOOKER LTD - 38589 | | | |
| | WELLINGBOROUGH | 113.38 | | |
| | BALANCE CARRIED FORWARD | | | 9,559.65 D |



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24 June to 23 July 2025

Your HSBC Kinetic Current Account Statement

| Account Name | Sortcode | Account Number | Sheet Number |
|-------------------------|----------|----------------|--------------|
| VILLAGE PIZZA EWELL LTD | 40-18-00 | 40957682 | 164 |

| Your HSBC Kinetic Current Account details | | | | |
|---|--------------------------------|----------|---------|--------------------|
| Date | Payment type and details | Paid out | Paid in | Balance |
| | BALANCE BROUGHT FORWARD | | | 9,559.65 D |
| | BP Village pizza ltd | | | |
| | Rent P9 | 500.00 | | |
| | BP G Rezahee | | | |
| | Wages | 550.00 | | 10,609.65 D |
| 19 Jul 25 | CR Paymentsense Limit | | | |
| | DOJO19JULLOC000001 | | 432.15 | |
| | BP Wajid khan | | | |
| | Wages | 88.00 | | 10,265.50 D |
| 20 Jul 25 | CR Paymentsense Limit | | | |
| | DOJO20JULLOC000001 | | 202.37 | 10,063.13 D |
| 21 Jul 25 | DD CAPIFY | 30.83 | | |
| | DD WEX EUROPE SERVICE | 115.35 | | |
| | CR Paymentsense Limit | | | 87.45 |
| | DOJO21JULLOC000001 | | | |
| | VIS EXPRESS FOODSERVIC | | | |
| | LITTLEHAMPTON | 18.98 | | |
| | VIS UNIVERSAL EXPRESS | | | |
| | ISLEWORTH | 441.90 | | |
| |))) ASDA SUPERSTORE | | | |
| | BURGH HEATH | 75.19 | | |
| |))) TESCO PFS 2485 | | | |
| | EPSOM | 8.30 | | |
| |))) ASDA STORES | | | |
| | TADWORTH | 33.79 | | |
| |))) ALDI STORES LTD | | | |
| | EWELL | 25.85 | | |
| | VIS STARTLINE MOTOR FI | | | |
| | GLASGOW | 200.00 | | |
| | VIS STARTLINE MOTOR FI | | | |
| | GLASGOW | 443.89 | | |
| |))) BP EWELL CONNECT | | | |
| | EPSOM | 7.75 | | 11,377.51 D |
| 22 Jul 25 | DD CAPIFY | 30.83 | | |
| | CR Paymentsense Limit | | | |
| | DOJO22JULLOC000001 | | 222.31 | |
| | BP F v gogance | | | |
| | Oven repair | 350.00 | | |
| | CR ORDERYOYO LTD | | | |
| | 2025W28: 1836444 | | 648.50 | |
| | VIS EXPRESS FOODSERVIC | | | |
| | LITTLEHAMPTON | 287.75 | | |
| | VIS bOnline.com | | | |
| | Surrey | 14.40 | | |
| | BALANCE CARRIED FORWARD | | | 11,189.68 D |



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Account Name
VILLAGE PIZZA EWELL LTD

Sortcode Account Number Sheet Number
40-18-00 40957682 165

Your HSBC Kinetic Current Account details

| Date | Payment type and details | Paid out | Paid in | Balance |
|-----------|---|----------|---------|-------------|
| | BALANCE BROUGHT FORWARD BP G Rezahee | | | 11,189.68 D |
| | Wages | 320.00 | | 11,509.68 D |
| 23 Jul 25 | CR UBER PAYMENTS UK L | | 448.12 | |
| | DD CAPIFY | 30.83 | | |
| | DD SOUTH EAST WATER | 40.67 | | |
| | CR Paymentsense Limit | | | |
| | DOJO23JULLOC000001 | | 245.02 | |
| |))) ELIF FOOD CENTRE | | | |
| | SUTTON | 18.99 | | 10,907.03 D |
| 23 Jul 25 | BALANCE CARRIED FORWARD | | | 10,907.03 D |

Information about the Financial Services Compensation Scheme

Your deposit is eligible for protection under the Financial Services Compensation Scheme (FSCS). For further information about the compensation provided by the FSCS, refer to the FSCS website at www.FSCS.org.uk. Further details can be found on the FSCS Information Sheet and Exclusions List which is available on our website (www.hsbc.co.uk).

| Credit Interest Rates | balance | AER variable | Debit Interest Rates | balance | EAR variable |
|-----------------------|---------|--------------|----------------------|-------------|--------------|
| Credit interest | | 0.00% | | upto 12,500 | 17.52% |

Interest

Credit interest is calculated daily on the cleared credit balance on your account and paid monthly.

Debit interest is calculated daily on any outstanding overdrawn balance on your account and is charged monthly in arrears.

Using a Debit Card abroad

When you use a Debit Card abroad, this statement will show where the transaction took place, the amount spent in local currency and converted into GBP.

Exchange Rate: Unless you have agreed a different rate (for example, using one of our self-service machines) the exchange rate that applies to any non-GBP Debit Card payments is the VISA Payment Scheme Exchange Rate applying on the day the conversion is made.

Details of the current VISA Payment Scheme Exchange Rate can be obtained from www.visaeurope.com/en/cardholders/exchange_rates.aspx or by calling us.

Fee for non-GBP transactions: We charge a fee of 2.75% of the amount of the transaction.

Additional fee for non-GBP cash machine withdrawals: If you withdraw cash in a foreign currency, we will charge a fee of 1.5% (minimum £1.75) in addition to the fee for non-GBP transactions.

We will make the conversion and deduct any fees from your account once we receive details of the payment from VISA. We will do this at the latest on the next working day.

Some cash machine operators may also deduct a charge for withdrawals from their cash machines. If they do, they will show you the charge on screen.

Lost and stolen cards

If any cards issued by us are lost or stolen please log-in to the HSBC Kinetic App to block the card and report it.

Dispute resolution

If you have a problem with your agreement, please try to resolve it with us in the first instance. If you are not happy with the way in which we handled your complaint or the result, you may be able to complain to the Financial Ombudsman Service. If you do not take up your problem with us first you will not be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman.

The Financial Ombudsman Service does not apply to customers of our branches in the Channel Islands and Isle of Man, but you could be entitled to refer your complaint to the Financial Services Commissions in Jersey or Guernsey or the Financial Services Ombudsman Scheme in the Isle of Man. Please contact your branch for further details.

Contacting us

You can contact us through the HSBC Kinetic App.

Accessibility

If you'd like information about our products and services in another format such as large print, Braille or audio, please contact us.