

Contact tel 03457 404 404  
 see reverse for call times  
 Text phone 03457 125 563  
 used by deaf or speech impaired customers  
[www.hsbc.co.uk](http://www.hsbc.co.uk)

## Your Statement

Mr Z Testname  
 1 Test Street  
 Test Lane  
 Testville  
 AB1 2CD



### Account Summary

Opening Balance	1,315.61
Payments In	5,221.37
Payments Out	5,928.20
Closing Balance	608.78
Arranged Overdraft Limit	1,400.00

**International Bank Account Number**  
 GB00TEST001122012345678

**Branch Identifier Code**  
 HBUKGB4150H

**9 December 2022 to 8 January 2023**

### Account Name

Zeus Test Mark Testname & Athena Alice Testuser

Sortcode	Account Number	Sheet Number
00-11-22	12345678	127

### Your HSBC Advance details

Date	Payment type and details		Paid out	Paid in	Balance
<b>08 Dec 22</b>	<b>BALANCE BROUGHT FORWARD</b>				<b>1,315.61</b>
10 Dec 22	BP	My Vqzue CVV			
		Jze Nov22 1343842	78.68		
	ATM	VSMW ZLRQBSV NQV10			
		BP WQSNOZJDQ@14:04	30.00		1,206.93
12 Dec 22	DD	D&J OZMHISZVQ BO	9.90		
	VIS	Brvmtetwy J0173431			
		ceproo.rfwt	0.30		
	)))	MZOZMAHIXM M/BGRM			
		BLLIRLEZ	5.00		
	)))	WQSNOZJDQX CILPQVR			
		DQQNM	9.35		
	)))	RWQ WQSNOZJDQX JIQ			
		DQQNM	11.13		
	)))	MZOZMAHIXM M/BGRM			
		BLLIRLEZ	34.26		
	)))	MZOZMAHIXM M/BGRM			
		DQQNM, 2222	24.15		
	BP	A J Vzcsmtf			
		MR VWSNM UOVSISJQ	25.60		1,087.24
14 Dec 22	DD	CSXCSD CSXBQZR	12.99		
	SO	NQALISW EWORSGQI			
		WSZZSW UOVSISJQ	35.00		1,039.25
15 Dec 22	CR	WBIV MS		418.40	
	DD	LUL QZQIJX	141.00		1,316.65
16 Dec 22	CR	LUL QZQIJX DRN		67.00	
	DD	CSXCSD CSXBQZR	10.99		
	<b>BALANCE CARRIED FORWARD</b>				<b>1,372.66</b>

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**9 December 2022 to 8 January 2023**

## Your Statement

### Account Name

Zeus Test Mark Testname & Athena Alice Testuser

**Sortcode** **Account Number** **Sheet Number**  
 00-11-22 12345678 128

### Your HSBC Advance details

Date	Payment type and details	Paid out	Paid in	Balance
	<b>BALANCE BROUGHT FORWARD</b>			<b>1,372.66</b>
	))) BP MR VWSNM			1,369.66
	DQQNM	3.00		
18 Dec 22	BP TEMRNAME-TEMR			
	Ltpim		12.63	1,382.29
19 Dec 22	CR WBIV MS		265.20	
	))) EB BLIIOMLZM MRLIQ			
	DQQNM	36.33		
	))) EB BLIIOMLZM MRLIQ			
	DQQNM	35.00		
	VIS ZQKR NOIQVRLIX			
	LZDOZQ	61.50		1,514.66
20 Dec 22	DD CSXCSD CSXBQZR	2.00		
	DD CSXCSD CSXBQZR	11.98		1,500.68
21 Dec 22	SO NQALISW EWORSGQI			
	WSZZSW UOVSISJQ	35.00		1,465.68
23 Dec 22	CR DRW ZEB RIHMR			
	SO ISOZALE PHZGROLZ		2,317.94	
	DOQUQMDQX	30.00		
25 Dec 22	ATM VSMW ZLRQBSV NQV25			
	BP WQSNOZJDQ@12:05	80.00		3,673.62
28 Dec 22	SO SOVI			
	SC287096	5.00		
	SO MSIIQZR			
	101146	5.00		
	SO NQALISW EWORSGQI			
	WSZZSW UOVSISJQ	35.00		
	ATM VSMW ZLRQBSV NQV28			
	BP WQSNOZJDQ@09:30	60.00		
	))) MSOZMAHIXM M/BGRM			
	WQSRLZ	36.17		
	))) EB BLIIOMLZM MRLIQ			
	ZQEVSMDQ HCL	3.97		3,528.48
29 Dec 22	SO TEMRNAME-TEMR			
	CLVGQR BLZQX	40.00		3,488.48
30 Dec 22	CR VWHIVW VLBBOMMOLZQ			
	DD CSXCSD CSXBQZR	13.00		
	DD CSXCSD CSXBQZR	22.00		
	DD CSXCSD CSXBQZR	29.99		
	SO TSIISI DOQU			
	SDOVQ IQZR	472.34		4,791.35
02 Jan 23	TFR 002244 12341234			
	OZRQIZQR RISZMTQI		300.00	
	BP Sorvs T-D			
	Vqmreycze Jmzfucz	100.00		
	<b>BALANCE CARRIED FORWARD</b>			<b>4,991.35</b>

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**9 December 2022 to 8 January 2023**

## Your Statement

### Account Name

Zeus Test Mark Testname & Athena Alice Testuser

**Sortcode** **Account Number** **Sheet Number**  
 00-11-22 12345678 129

### Your HSBC Advance details

Date	Payment type and details	Paid out	Paid in	Balance
	<b>BALANCE BROUGHT FORWARD</b>			<b>4,991.35</b>
03 Jan 23	BP Oezzv Testname-Lieve			
	Vqmreycze Jmzfucz	100.00		
	BP Athena Testuser			
	Vqmreycze Snsmro	100.00		4,791.35
	DD MPV	250.00		
	DD VQR WQSDRW VDHA	17.99		
	DD VSIOMW JOUOZJ MVWQ	500.00		
	DD NUDS-SX18FEI	14.43		
	DD VWHIVW BOMMOLZ SOV	50.00		
	DD RU DOVQZVQ BAV	13.37		
	DD VDSZBXMQIUOVQ DDV	25.38		
	DD RQMVL BLAODQ	34.50		
	DD WMAV VSIN VXBR	2,549.97		
	DD UOIJZOZ BQNOS VXBRM	65.85		
	DD ILXSD DLZNLZ	13.66		
	SO TSIISI DOQU			
	VLVGQQR BLZQX	40.00		
	))) MSOZMAHIXM M/BGRM			
	DQQNM, 2222	56.87		
	VIS OZR'D 0029442161			
	NOJORSSDLVQSZ.VLB			
	MHIIQX			
	HMN 10.00 @ 1.2004			
	Urez Izys	8.33		
04 Jan 23	DR Ztf-Mysmorfa			
	Rmzfezvyrtf Tss	0.22		1,150.78
	SO TSIISI PRB*VSS	160.00		
	SO DOQUQMDQX H F	160.00		
	SO NQALISW EWORSGQI			
	WSZZSW UOVSISJQ	35.00		
	))) MWQDD WLIMTIRW 164			
	DQQNM	49.02		746.76
05 Jan 23	DD VSXVSD VSXBQZR	10.99		
	DD VSXVSD VSXBQZR	16.99		
	ATM VSMW ZLRQBSV PSZ05			
	BP WQSNOZJDQ@15:55	110.00		608.78
08 Jan 23	<b>BALANCE CARRIED FORWARD</b>			<b>608.78</b>

**HSBC Advance**

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Zeus Test Mark Testname &amp; Athena Alice Testuser

**Sortcode Account Number Sheet Number**  
00-11-22 12345678 130**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](http://www.FSCS.org.uk), call into your nearest branch or call your telephone banking service. Further details can be found on the FSCS Information Sheet and Exclusions List which is available on our website ([www.hsbc.co.uk](http://www.hsbc.co.uk)).

<b>Credit Interest Rates</b>	<i>balance</i>	<i>AER variable</i>	<b>Arranged Overdraft Interest Rates</b>	<i>balance</i>	<i>EAR variable</i>
Credit interest		0.00%	upto over	25 25	0.00% 39.90%

## **Commercial Banking Customers**

### **Interest and Charges**

[Your] Business Banking Terms and Conditions cover how and when we can charge our interest rates and charges.

Details of Debit interest together with details of the interest rate we pay and charge in full [for all accounts] are available in [our] Business Price List. All [our] business current accounts are non-interest bearing when in credit unless we individually agree a rate with you.

### **Overdrafts:**

**Arranged overdraft:** Where you ask us for an overdraft before making any transactions that takes your account overdrawn, or over your current arranged overdraft limit. Interest rates are individually agreed, for a period of 12 months, and are linked to the Bank of England base rate. For details of our fees and charges, please refer to our Business Price List – see Additional Information below.

**Unarranged overdraft:** When you make a payment that takes your account overdrawn if you don't have an arranged overdraft limit, or takes your account over your arranged overdraft limit. When you don't have an arranged overdraft limit, we will charge our Business Standard Debit Interest Rate on any balances. When you have an existing arranged overdraft limit and go over this limit, we will charge interest at the rate we have agreed with you on the balance of your arranged overdraft limit and will charge Standard Debit Interest Rate on any balance over your arranged overdraft facility. In either of these circumstances, unarranged overdraft charges will be applied on each working day that your account is overdrawn (if you don't have an arranged overdraft) or you go over your arranged overdraft limit (if you have an arranged overdraft). For details of our fees and charges, please see our Business Price List and for information on our Interest Rates – see Additional Information below.

### **Your debit card**

For debit card charges and how foreign currency transactions are converted to sterling please refer to the Business Price List.

### **Additional Information**

A copy of [our] Business Price List and the Business Banking Terms and Conditions can be found on our website

[www.business.hsbc.uk/en-gb/gb/generic/legal-information](http://www.business.hsbc.uk/en-gb/gb/generic/legal-information).

Information on our Interest Rates can be found on our website [www.business.hsbc.uk/en-gb/interest-rates/interest-rates-finance-borrowing](http://www.business.hsbc.uk/en-gb/interest-rates/interest-rates-finance-borrowing).

This information is also available in our branches, by calling **03457 60 60 60** (lines are open GMT 8am to 10pm, Monday to Sunday) or by textphone **0345 12 55 63**. [Details of the interest rate we pay and charge are also separately available through these channels.]

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

## **Personal Banking Customers**

### **Interest**

Credit Interest is calculated daily on the cleared credit balance and is paid monthly if applicable (this is not paid on all accounts, e.g. Basic Bank Account, Bank Account and HSBC Advance). For personal current accounts, overdraft interest is charged on the whole overdraft balance above any interest free amount. Debit interest is calculated daily on the cleared debit balance of your account, it accrues during your charging cycle (usually monthly) and is deducted from your account following the end of your charging cycle.

### **Overdrafts**

**Arranged overdraft:** Where you ask us for an overdraft before making any transactions that takes your account overdrawn, or over your current arranged overdraft limit.

**Unarranged overdraft:** When you make a payment that takes your account overdrawn if you don't have an arranged overdraft, or takes your account over your arranged overdraft limit.

### **Effective from 14 March 2020**

#### **Monthly cap on unarranged overdraft charges**

1. Each current account will set a monthly maximum charge for:
  - (a) going overdrawn when you have not arranged an overdraft; or
  - (b) going over/past your arranged overdraft limit (if you have one).
2. This cap covers any:
  - (a) interest and fees for going over/past your arranged overdraft limit;
  - (b) fees for each payment your bank allows despite lack of funds; and
  - (c) fees for each payment your bank refuses due to lack of funds.

The monthly cap on unarranged overdraft charges for the HSBC Advance Bank Account, HSBC Bank Account, HSBC Current Account, Home Management Account and HSBC Graduate Bank Account is £20.

The monthly cap on unarranged overdraft charges is not applicable to Bank Account Pay Monthly, Basic Bank Account, Student Bank Account, Amanah Bank Account and MyAccount as these accounts do not incur unarranged overdraft charges.

Unarranged overdraft charges incurred before 14 March 2020 may debit your account after this date (we'll still give advance notice). Charges incurred before 14 March 2020 won't count towards the new £20 cap as they'll relate to the previous month's charging period.

### **Your debit card**

When you use your card outside the UK, your statement will show where the transaction took place, the amount spent in foreign currency and the amount converted into sterling. We also monitor transactions to protect you against your card being used fraudulently. Unless you agree that the currency conversion is done at the point of sale or withdrawal and agree the rate at that time, for example with the shopkeeper or on the self-service machine screen, the exchange rate that applies to any foreign currency debit card payments (including cash withdrawals) is the VISA Payment Scheme Exchange Rate applying on the day the conversion is made. For foreign currency transactions we will charge a fee of 2.75% of the amount of the transaction. This fee will be shown as a separate line on your statement as a 'Foreign Currency Transaction Fee'. Details of the current VISA Payment Scheme Exchange Rates can be obtained from the card support section of hsbc.co.uk or by calling us on the usual numbers. We will deduct the payment from your account once we receive details of the payment from the card scheme, at the latest, the next working day. For cash machine withdrawals in a currency other than sterling we will charge a Non Sterling Cash Fee of 2% (minimum £1.75, maximum £5). This fee applies to all cash machines outside the UK, and to cash machines in the UK, if we convert the withdrawal to Sterling for you. HSBC Advance customers are exempt from this fee. Some cash machine operators may apply a direct charge for withdrawals from their cash machines and this will be advised on screen at the time of withdrawal.

## **Commercial and Personal Banking Customers**

### **Lost and Stolen Cards**

If any of your cards are lost or stolen please call **0800 032 7075** or if you are calling from outside the UK, please call us on **+44 1442 422 929**. Lines are open 24 hours.

### **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.

### **Disabled Customers**

We offer a number of services such as statements in Braille or large print. Please contact us by calling **03457 60 60 60** (lines are open GMT 8am to 10pm, Monday to Sunday) or textphone **0345 12 55 63** to let us know how we can serve you better.