

7 February to 6 March 2025

Your Statement

Account Name

Green Power Home Services Ltd

ate	Pay	ment type and details	Paid out	Paid in	Balanc
		BALANCE BROUGHT FORWARD			2,853.3
))))	MORRISONS DAILY			
		SHENFIELD	1.85		
)))	MORRISONS DAILY			
		SHENFIELD	16.20		
))))	SUBWAY67088	7 .00		
		LONDON	5.09		
))))	CO-OP GROUP 180237	2.00		
		SHENFIELD	2.80		
	BP	Jj helm	22.00		
		GP/Expenses	33.98		
	BP	C crockfotd	500.00		
		Green power	690.00		
	BP	Kelly j Scollard	200.00		
		Green power	300.00		
	BP	ross stott	00.00		
		green power	90.00		
	BP	MARTIN J HOYLAND	200.00		
		DIRECTORS LOAN	200.00		
	BP	GREAT CHEVEN		2 405 00	4.000
0.5.1.05	D.D.	Great Cheveney Far	1 200 22	2,495.00	4,008.3
9 Feb 25	DD	ALLSTAR TENA GOLVETIONG LED	1,280.33		
	CR	TEYA SOLUTIONS LTD		44.007.00	
	D.D.	5019590TEYA250219		11,925.30	
	BP	Eco Angels ltd	5 201 12		
		INV-6460	5,391.12		
	BP	Jack Sullivan	500.00		
		Green power	500.00		
	BP	Joseph sullivan	1 0 4 0 0 0		
	D.D.	Green power	1,040.00		
	BP	Sullivan consultan	1 000 00		
	DD	Geeen power	1,000.00		
	BP	peter faires	1 000 00		
	DD	expenses	1,000.00		
	BP	DAVE VERNER	500.00		
	DD	DIRECTORS LOAN	500.00		
	BP	MARTIN J HOYLAND	500.00		
	DD	DIRECTORS LOAN	500.00		
	BP	Eco Angels ltd	204.00		
	מת	INV-6470	624.00		
	BP	Joseph sullivan	CO 40		
	DD	GP/Expenses	60.42		
	BP	Sam Bird	40.50		
		Personal account	48.59		



7 February to 6 March 2025

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Green Power Home Services Ltd

Date	Payi	nent type and details	Paid out	Paid out Paid in	
	BP	BALANCE BROUGHT FORWARD Joseph sullivan			3,989.2
		GP/Expenses	16.80		
	BP	Paul burnett			
		Green power	300.00		
	BP	rsuk			
		INV-0560	550.00		
	VIS	WWW.PAY-DARTFORD-C			
		01132123372	187.50		
))))	TESCO STORES 5647			
	///	PETERBOROUGH	1.90		
))))	WB CROMWELL GREGGS			
	///	NEWARK	12.65		
))))	WB CROMWELL FORECO			
	///	NEWARK	20.00		
))))	SHELL BIRCHANGER			
	///	BIRCHANGER	6.35		
	VIS	OCADO			
		0345 656 1234	162.12		
	BP	Eco Angels ltd	102.112		
	ы	INV-6492	215.57		
	BP	WHITING R&J	213.37		
	ы	whiting 2 Crofton		500.00	3,016.3
0 Feb 25	DD	NAPIT REGISTRATION	44.89	200.00	3,010.0
2010023	DD	HMRC NDDS	3,153.23		
	CR	TEYA SOLUTIONS LTD	3,133.23		
	CIC	5019590TEYA250220		5,987.13	
	BP	Eco Angels ltd		3,967.13	
	ы	INV-6329	3.00		
	BP		3.00		
	БГ	Eco Angels ltd INV-6488	15.30		
	BP	Sam Bird	13.30		
	DP	GP/Van	341.75		
	DD		341./3		
	BP	Joseph sullivan	52.20		
	DD	GP/Expenses	52.20		
	BP	Rushton Scaffold	140.00		
	CD	INV9758	140.00		
	CR	Magrath Beryl		1.007.00	
	****	BR75EE		1,995.00	
	VIS	PAYPAL *TOOLSTATIO	-2.0-		
		08081007211	62.96		
	VIS	PAYPAL *SMARTSEALU			
		01268722500	38.90		
	VIS	PAYPAL *SCREWFIX 5			
		03330112112	139.99		
		BALANCE CARRIED FORWARD			7,006.2



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Account Name

Green Power Home Services Ltd

ate	SINESS CURRENT ACCOUNT details Payment type and details		Paid out Paid in		Balance
	VIS	BAIANCE BROUGHT FORWARD PAYPAL *TOOLSTATIO			7,006.25
	, 1 5	08081007211	197.84		
	VIS	WWW.PAY-DARTFORD-C	177101		
		01132123372	5.00		
))))	TESCO STORES 3297	2100		
	///	TOTON	3.00		
))))	WELCOME BREAK GRP	2100		
	///	LEICESTER FOR	9.99		
))))	SHELL THIRSK	7.77		
	///	THIRSK	21.65		
	BP	taylor marks	21100		
	ы	greenpower	500.00		
	CR	Carol Eaton	300.00		
	CIC	Darren solar		200.00	
	BP	Cj sullivan		200.00	
	Di	Green power	500.00		
	BP	charlie	300.00		
	Di		600.00		
	BP	green power MARTIN J HOYLAND	000.00		
	БГ	DIRECTORS LOAN	400.00		
	CR	SH RJ+B BPO NRI	400.00		
	CK	INV 0016178 SHAH		2,500.00	
	BP			2,300.00	
	DP	OT Energy Ltd	675.71		
	BP	Green power	0/3./1		
	DP	Kj craigmile	1 250 00		5 5 4 2 0 6
E-1-25	D.D.	Green power	1,250.00		5,543.06
Feb 25	BP	Kelly j Scollard	1 000 00		
	DD	Green power	1,000.00		
	BP	Oh electrical ltd	1 700 00		
	DD	Green power	1,500.00		
	BP	DAVE VERNER	500.00		
		DIRECTORS LOAN	500.00		
	DD	APF/NOVA INSURANCE	007.70		
		FIRST PAYMENT	987.79		
	DD	TAKEPAYMENTS LTD	18.00		
	DD	GOOGLE IRELAND LTD	500.00		
	CR	TEYA SOLUTIONS LTD			
		5019590TEYA250221		8,422.05	
	BP	Sam Bird			
		Personal account	1,000.00		
	BP	Jj helm			
		Green power	1,000.00		
	BP	Ms ct armstrong			
		Green power	1,000.00		
		BALANCE CARRIED FORWARD			6,459.32



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Account Name

Green Power Home Services Ltd

e	BAIANCE BROUGHT FORWARD BP Levid heights Green power BP SJ Sibbons Green power BP Paul burnett Green power BP MARSTON GJ inv-0016184 VIS WWW.PAY-DARTFORD-C 01132123372 VIS WWW.PAY-DARTFORD-C 01132123372 VIS KWIK FIT		Paid out	Paid in	Balance
	RP				6,459.32
	Dī		1,080.00		
	RP	*	1,000.00		
	21		350.00		
	BP		220.00		
			200.00		
	BP				
				350.00	
	VIS	WWW.PAY-DARTFORD-C			
			37.50		
	VIS				
			152.00		
	VIS	KWIK FIT			
		WATERLOOVILLE	302.85		
	VIS	MIDDLESBROUGH UK G			
		01619287017	417.30		
	VIS	MIDDLESBROUGH UK G			
		01619287017	449.00		
	VIS	DART CHARGE AUTO T			
		LEEDS	5.00		
	VIS	WWW.PAY-DARTFORD-C			
		01132123372	322.50		
	VIS	BRISTOW AND SUTOR			
		REDDITCH	192.50		
)))	PREMIER			
		WATERLOOVILLE	15.95		
)))	MARKS&SPENCER PLC			
		WATERLOOVILLE	16.50		
)))	SHELL 658-660 WOKI			
		LOWER EARLY	21.98		
	ATM	CASH SAINSBY FEB21			
		Sainsburys B@16:32	20.00		
	BP	catherine hoyland			
		green power	60.00		
	BP	hwd contractors lt			
		green power	1,000.00		2,166.2
eb 25	CR	R Johns			
		IINV-0016185		697.50	
	ATM	CASH BNKM FEB22			
		BRENTWOOD 51@12:10	300.00		
	BP	j hoyland			
		green power	60.00		
	BP	DAVE VERNER			
		DIRECTORS LOAN	300.00		
		BALANCE CARRIED FORWARD			2,203.7



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Account Name

Green Power Home Services Ltd

Date	Payn	ent type and details	Paid out	Paid in	Balance
	BP	BALANCE BROUGHT FORWARD Levid heights			2,203.74
		Green power	800.00		1,403.74
3 Feb 25	ATM	CASH RB SCOT FEB23			,
		TESCO MID L @17:42	80.00		1,323.74
4 Feb 25	CR	CHQ in via Mobile		1,780.00	,
	DD	PREMIUM CREDIT LTD	108.00		
	CR	TEYA SOLUTIONS LTD			
		5019590TEYA250224		2,651.40	
	BP	Sam Bird		,	
		GP/Van	391.70		
	BP	Midsummer Energy	272.1.3		
		GP/427416	259.20		
	BP	Midsummer Energy	253.20		
	Di	GP/427446	316.80		
	BP	Sullivan consultan	310.00		
	ы	Geeen power	1,000.00		
	BP	George Bird	1,000.00		
	DI	Green power	75.00		
	BP		73.00		
	БГ	peter faires	1,000.00		
	BP	expenses	1,000.00		
	БГ	catherine hoyland	35.00		
	DD	green power	33.00		
	BP	JOSEPH M		1 250 00	
	CD	mrs M Joseph		1,250.00	
	CR	LONG MJR & DA		1 000 00	
	1,110	DIANA LONG		1,000.00	
	VIS	PAYPAL *MCS			
		35314369001	36.00		
	VIS	WWW.GOV.UK/PAY-DAR	- 00		
		LEEDS	6.00		
	VIS	DART CHARGE AUTO T			
		LEEDS	20.00		
	VIS	Microsoft*Microsof			
		msbill.info	10.49		
)))	Kings Arms Hotel			
		Stansted	11.65		
)))	BP PETERSFIELD CON			
		PETERSFIELD H	6.65		
)))	WB MUSKHAM FORECOU			
		NORTH MUSKHAM	5.79		
)))	SHELL CAMBRIDGE			
		CAMBRIDGE	4.05		
)))	SHELL MARKHAM 266			
		NOTTINGHAM	20.80		
		BALANCE CARRIED FORWARD			4,698.01



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Account Name

Green Power Home Services Ltd

Your BU		SS CURRENT ACCOUNT details ment type and details	Paid out	Paid in	Balance
))))	BAIANCE BROUGHT FORWARD SHELL SOUTH WEALD			4,698.01
		BRENTWOOD	26.00		
)))	RSS STANSTED			
		STANSTED	3.00		
)))	VAULT SHENFIELD			
		Shenfiled	37.00		
)))	VAULT SHENFIELD			
		Shenfiled	11.00		
)))	VAULT SHENFIELD			
		Shenfiled	9.00		
)))	Hollands wine bar			
		Brentwood	14.10		
)))	CO-OP GROUP 180237			
		SHENFIELD	15.00		
	VIS	DELIVEROO			
		LONDON	49.99		
	BP	lola cole			
		inv 100	375.00		
	BP	peter faires			
		expenses	300.00		
	BP	MARTIN J HOYLAND			
		DIRECTORS LOAN	300.00		
	VIS	PAYPAL *HPINCUKLIM			
		35314369001	18.49		
	VIS	LDN BOROUGH OF BRO			
		BROMLEY	30.00		
	VIS	Marshmallow Insura	30.00		
	V15	London	293.83		
)))	WB CROMWELL GREGGS	273.03		
	"	NEWARK	7.05		
)))	SHELL SOUTH WEALD	7.03		
)))	BRENTWOOD	6.60		
	VIS	INT'L 0061906781	0.00		
	V 1.5	ADOBE *ADOBE			
			13.14		2 100 01
25 Feb 25	CD	DUBLIN CHO IN AT 402725	13.14	1 705 00	3,188.81
23 Feb 23	CR	CHQ IN AT 403725	30.99	1,795.00	
	DD	RAC MOTORING SERV			
	DD	LEASEPLAN UK LTD	660.17		
	CR	TEYA SOLUTIONS LTD		7.651.00	
	DD	5019590TEYA250225		7,651.06	
	BP	Joseph sullivan	1 0 4 0 0 0		
	DD	Green power	1,040.00		
	BP	Jack Sullivan	1 000 00		
		Green Power	1,000.00		
		BALANCE CARRIED FORWARD			9,903.71



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Account Name

Green Power Home Services Ltd

Your BU Date		SS CURRENT ACCOUNT details ment type and details	Paid out	Paid in	Balance
	BP	BALANCE BROUGHT FORWARD C crockfotd			9,903.71
		Green power	696.00		
	BP	Kelly j Scollard			
		GP/Expenses	100.00		
	BP	Joseph sullivan			
		GP/Expenses	136.49		
	BP	Sam Bird			
		Personal account	405.90		
	BP	Eco Angels ltd			
		INV-6561	1,275.00		
	BP	C crockfotd			
		GP/SamHotelExpense	56.25		
	BP	Kelly j Scollard			
		GP/Expenses	117.00		
	BP	Kelly j Scollard			
		Green power	450.00		
	VIS	SP I.T.STECHNO			
		BOWDON CHESHI	22.32		
	VIS	trainline			
		+443332022222	33.19		
	VIS	SPORTSDIRECT 264			
		08443325264	21.00		
)))	JET WHEATLEY HILL			
		YORKSHIRE	1.69		
)))	ROADCHEF WHSMITH			
		DURHAM	3.50		
)))	STARBUCKS			
		STOCKTON YARM	4.00		
	VIS	WWW.AMAZON.* R09JY			
		LONDON	4.49		
	BP	MARSTON GJ			
		inv-0016184		1,050.00	
	BP	Mr neale			
		Greenpower	1,370.00		6,256.88
26 Feb 25	CR	CHQ in via Mobile		1,495.00	
	DD	ALLSTAR	1,733.85		
	CR	TEYA SOLUTIONS LTD			
		5019590TEYA250226		4,090.83	
	BP	MARTIN J HOYLAND		•	
		DIRECTORS LOAN	1,000.00		
	BP	DAVE VERNER			
		DIRECTORS LOAN	1,000.00		
	BP	Sam Bird	,		
		Personal account	34.80		



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Green Power Home Services Ltd

ate	Payı	nent type and details	Paid out	Paid in	Balance
	BP	BALANCE BROUGHT FORWARD eco power club			8,074.06
	ы	INV-002706	330.00		
	BP	Adam plummer			
		Green power	120.00		
	VIS	TFL BUSINESS BOPS			
		0343 222 2222	12.50		
	VIS	ECOHOME-INSULATION			
		WWW.ECOHOME-I	230.82		
	VIS	TRAINLINE			
		LONDON	40.58		
)))	TESCO PFS 3927			
		TELFORD	4.15		
)))	WELCOME BREAK KFC-			
		CORLEY	10.19		
)))	SKELTON LAKE SERVI			
		LEEDS	8.70		
	BP	Andrej jedrowiak			
		Green power	100.00		7,217.12
Feb 25	CR	CHQ IN AT 403804		3,800.00	
	DD	MIDSUMMER	42.00		
	DD	CHESS ICT	125.53		
	DR	DEBIT INTEREST			
		TO 05FEB2025	0.24		
	DR	TOTAL CHARGES			
		TO 05FEB2025	26.30		
	CR	TEYA SOLUTIONS LTD			
		5019590TEYA250227		1,687.08	
	BP	Sam Bird			
		Personal account	197.73		
	BP	Eco Angels ltd			
		6560	1,497.96		
	BP	Cj sullivan			
		Green power	500.00		
	BP	charlie revolute			
		wages	600.00		
	BP	charlie revolute			
		wages	150.00		
	BP	charlie revolute			
		expenses	229.23		
	BP	SEGEN			
		GREE138/P1085112	71.00		
	BP	Kelly j Scollard			
		GP/Expenses	150.00		
		BALANCE CARRIED FORWARD			9,114.21



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Account Name

Green Power Home Services Ltd

•	Payı	nent type and details	Paid out	Paid in	Balance
	BP	BALANCE BROUGHT FORWARD SEGEN			9,114.21
		GREE138/P1085204	777.31		
	BP	Sam Bird			
		Personal account	200.61		
	BP	Kelly j Scollard			
		GP/Expenses	200.00		
	CR	LONG MJR & DA			
		DIANA LONG		1,500.00	
	CR	MALCOLM YATES			
		INV-0016136		2,000.00	
	BP	Eco Angels ltd			
		INV-6609	293.40		
	BP	Kelly j Scollard			
		GP/expenses	300.00		
	VIS	WWW.CEF.CO.UK			
		01926865061	362.33		
	VIS	PREMIER INN			
		KILMARNOCK	294.00		
))))	MORRISONS DAILY			
	///	SHENFIELD	20.75		
))))	MFG JEREMYS CORNER			
	///	HAYWARDS HEAT	25.80		
	BP	K Mcbride			
	2.	GP/Wages	320.00		
	BP	BENKE AF&JM XX	320.00		
	D.	Benke		5,650.00	
	BP	C&S scaffolding		3,030.00	
	Di	INV 1770	1,218.00		
	BP	Lee scollard	1,216.00		
	Di	green power	500.00		
	BP		300.00		
	DF	Jj helm Green power	1 200 00		
	DD	•	1,200.00		
	BP	Sam Bird	1 200 00		
	DD	Personal account	1,200.00		
	BP	Ms ct armstrong	000.00		
		Green power	800.00		
	BP	Oh electrical ltd			
		Green power	1,400.00		
	BP	taylor marks			
		greenpower	384.00		8,768.0
eb 25	DD	GOOGLE IRELAND LTD	500.00		
	CR	TEYA SOLUTIONS LTD			
		5019590TEYA250228		2,136.67	
		BALANCE CARRIED FORWARD			10,404.68



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Account Name

Green Power Home Services Ltd

te		S CURRENT ACCOUNT details nent type and details	Paid out	Paid out Paid in	
	BP	BALANCE BROUGHT FORWARD			10,404.68
	DP	Sean dear	3,000.00		
	BP	Rent green power	3,000.00		
	DP	Kelly j Scollard	330.00		
	BP	GP/Expenses Kelly j Scollard	330.00		
	БГ		144.00		
	CR	GP/Expenses FINBIZ FUNDING LIM	144.00		
	CK	BU2059633		51,601.00	
	TFR	403301 12840510		31,001.00	
	IIK	INTERNET TRANSFER	11,000.00		
	BP	Rcdt services ltd	11,000.00		
	БГ	commission	14,000.00		
	BP		14,000.00		
	DP	Tommy carr commission	2 200 00		
	BP	nikki driscoll	2,200.00		
	DP	commission	2,650.00		
	CR	PUTMAN NA	2,630.00		
	CK			3,590.00	
	DD	SOLAR PANEL WORKS		3,390.00	
	BP	n j kappes commission	3,000.00		
	CR	ROHN T J + K J	3,000.00		
	CK	SOLAR		4,788.00	
	MC			4,788.00	
	VIS	MCS CERTIFIED	26.00		
	VIC	WARRINGTON MCS CERTIFIED	36.00		
	VIS	MCS CERTIFIED	26.00		
	VIS	WARRINGTON	36.00		
	V15	WWW.PAY-DARTFORD-C	15.00		
	MC	01132123372	15.00		
	VIS	BARROWMIX LIMITED MANCHESTER	288.00		
	111	BP CLACKET LANE WE	288.00		
)))	KENT	5.65		
	111		3.63		
)))	TESCO PFS 2176	20.20		
	111	BRENTWOOD	20.30		
)))	SHELL SOUTH WEALD	5.40		
	111	BRENTWOOD	5.40		
)))	SHELL UK LTD	6.70		
	111	COBHAM	6.70		
)))	SHELL UK LTD	26.00		
	111	COBHAM	26.00		
)))	HORNCHURCH	01.74		
	D.D.	HORNCHURCH	21.74		
	BP	choice group ltd	27 000 00		
		choice group	27,000.00		

Business Banking Customers

Interest and Charges

Your Business Banking Terms & Conditions cover how and when we apply interest and charges.

Details of our charges are available in our Business Price List or your individual price list if we've agreed one with you. Details of the debit interest we charge and credit interest we pay are available from our website – see Additional Information below. None of our business current accounts pays interest when in credit unless we individually agree a rate with you.

Overdrafts

Arranged overdraft:

This is where we agree in advance to provide an overdraft limit on your account before you make any transactions that take your account overdrawn, or over your existing arranged overdraft limit. Interest rates are individually agreed and will apply until otherwise agreed or the overdraft is cancelled. Rates are linked to the Bank of England base rate but if the base rate falls below zero, we'll treat it as zero.

For details of our fees and charges, please refer to your Business Overdraft agreement.

Unarranged overdraft:

This is where you make a payment or we take an amount from your account and you don't have enough money in the account to cover it or it exceeds your existing arranged overdraft limit. When you don't have an arranged overdraft limit, we'll charge our Business Standard Debit Interest Rate on any debit balances. When you have an existing arranged overdraft and go over its limit, we'll charge interest at the rate we've agreed with up to your arranged overdraft limit and will charge our Business Standard Debit Interest Rate on any balance over your arranged overdraft limit.

For information on our debit interest rates, see Additional Information below.

Your debit card

For debit card charges, please refer to the Business Price List. This details the standard charges for our business accounts, but doesn't apply if we've agreed different prices with you. For information about how foreign currency transactions are converted to sterling, please refer to the Business Banking Terms & Conditions.

Additional Information

A copy of our Business Price List and the Business Banking Terms & Conditions can be found on our website at business.hsbc.uk/legal.

Information on our savings accounts interest rates and Business Standard Debit Interest Rate can be found on our website at business.hsbc.uk/interest-rates.

This information is also available in our branches or by calling us on 03457 60 60 60 (+44 122 626 0878 if you're calling from outside the UK). Lines are normally open Monday to Friday, 8:00am to 8:00pm and Saturday, 8:00am to 2:00pm (subject to change over certain periods). If you need a Text Relay service, you can download the 'Relay UK' app and call our number from within it.

Details of the interest rates we pay and charges 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 conversation with us.

Personal Banking Customers

Interest

Credit Interest is calculated daily on the cleared credit balance and is paid monthly if applicable.

Overdraft interest is charged 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. Before we deduct debit interest, we will give you at least 14 days' notice of the amount to be deducted.

Overdrafts

Arranged overdraft:

Where we agree an overdraft limit in advance which lets you go overdrawn to spend up to that 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.

Monthly cap on unarranged overdraft charges

- 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 HSBC Premier with retained Jade Benefits Bank Account, HSBC Premier Bank Account, HSBC Advance Bank Account, HSBC Bank Account and HSBC Graduate Bank Account is £20.

The monthly cap on unarranged overdraft charges for the HSBC Private Banking Account is £10,000.

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

Your debit card

For debit card charges and how foreign currency transactions are converted to sterling please refer to the Personal Banking Terms and Conditions and Charges.

For Private Banking Account clients, please refer to the Private Banking Banking Services Terms and Conditions.

Customer service

You can chat with us 24/7 via Online Banking and the HSBC UK Mobile Banking App. Telephone Banking lines are open 8:00am to 8:00pm 365 days a year. Our 24-hour automated Telephone Banking, Online Banking and Mobile Banking are subject to maintenance periods. Calls may be monitored or recorded for quality purposes.

Business and Personal Banking Customers

Lost and Stolen Cards

If any of your cards are lost or stolen and you're a business account customer, please call 0800 032 7075. If you're a personal account customer, please call 0800 085 2401 or call 0800 085 2403 if you're a Private Banking client or Premier customer. If you're 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're 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 don't take up your problem with us first, you won't be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman.

Accessibility

Do you need this information in a different format?

Our online banking services can be used with your own personal assistive technology. You can access your information and contact us via live chat in a way that suits you. Find out more about our online banking at: hsbc.co.uk/ways-to-bank/online-banking.

We can send this information in large print, braille, or audio. You can speak to us by visiting one of our branches, or by giving us a call. We also work with third parties such as SignVideo who provide services such as Text Relay and British Sign Language (BSL) Video Relay. Please visit hsbc.co.uk/accessibility to find out more. Business Banking customers can visit business.hsbc.uk/accessibility or business.hsbc.uk/contact-us. Personal Banking customers can visit hsbc.co.uk/accessibility or hsbc.co.u

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