



Contact tel 03457 404 404  
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## Your Statement

Mr M M Besta  
18 Wye Valley Road  
Peterborough  
PE2 9SP



### Account Summary

Opening Balance	2,360.85
Payments In	13,357.94
Payments Out	2,392.10
Closing Balance	13,326.69

2 September to 1 October 2015

**Account Name**  
Mr Murali Mohan Besta & Mrs Swetha Ravindra

**International Bank Account Number**  
GB68MIDL40205530040630

**Branch Identifier Code**  
MIDLGB2193U

<b>Sortcode</b>	<b>Account Number</b>	<b>Sheet Number</b>
40-20-55	30040630	146

### Your Bank Account details

Date	Payment type and details	Paid out	Paid in	Balance
01 Sep 15	<b>BALANCE BROUGHT FORWARD</b>			<b>2,360.85</b>
02 Sep 15	ATM CASH BARCLAY SEP02 ASDA P'BORO @20:05	50.00		2,310.85
04 Sep 15	VIS BOOTS,PETERBOROUGH PETERBOROUGH	8.81		2,302.04
06 Sep 15	ATM CASH BNKM SEP06 HANDY CASH -@16:52	50.00		2,252.04
07 Sep 15	DD QCL	12.25		
	DD BRGAS-ENERGY	97.00		
	VIS ISLAMIC INTERNATIO PETERBOROUGH	9.47		
	VIS TESCO-STORES 4472 CAMBRIDGE	10.90		
	VIS PRODUCT SUPPORT AG 0844 800 6080	2.00		2,120.42
08 Sep 15	CR 847351971012-CHB		269.10	2,389.52
11 Sep 15	BP MURALI MOHAN BESTA MURALI SBI UK	500.00		1,889.52
19 Sep 15	ATM CASH TRM SEP19 BUDGENS - VA@11:54	50.00		1,839.52
20 Sep 15	ATM CASH TRM SEP20 GHOUSIA FOOD@09:19	20.00		1,819.52
22 Sep 15	DD HSBC CREDIT CARD	610.82		1,208.70
23 Sep 15	VIS POUNDWORLD RETAIL PETERBOROUGH	9.00		1,199.70
24 Sep 15	CR PRUDENTIAL PLC		6.04	
	VIS BUDGENS PETERBOROUGH	6.85		1,198.89
	<b>BALANCE CARRIED FORWARD</b>			<b>1,198.89</b>



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2 September to 1 October 2015

## Your Statement

**Account Name**  
Mr Murali Mohan Besta & Mrs Swetha Ravindra

**Sortcode** 40-20-55 **Account Number** 30040630 **Sheet Number** 147

### Your Bank Account details

Date	Payment type and details	Paid out	Paid in	Balance
	<b>BALANCE BROUGHT FORWARD</b>			<b>1,198.89</b>
25 Sep 15	BP AARON HOWSHAM FOR SWETHA TESTS	15.00		
	ATM CASH TRM SEP25 BUDGENS - VA@20:08	80.00		1,103.89
28 Sep 15	CR 847351971331-CHB		82.80	
	TFR 402055 10107425 INTERNET TRANSFER		1,000.00	
	BP BELVOIR CLIENT ACC 2395 - 18 VALLEY RD	725.00		1,461.69
01 Oct 15	DD PETERBOROUGHCC	95.00		
	ATM CASH TRM OCT01 BUDGENS - VA@18:05	40.00		
	TFR 402055 10107425 INTERNET TRANSFER		7,000.00	
	BP TANEVER SOLU A1 AUG15 DIVEDEND		5,000.00	13,326.69
01 Oct 15	<b>BALANCE CARRIED FORWARD</b>			<b>13,326.69</b>

### 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)).

Credit Interest Rates	balance	AER variable
Credit interest is not paid		

Overdraft Interest Rates	balance	EAR variable
Overdraft interest		19.90 %

## Interest

Credit Interest is calculated daily on the cleared credit balance and is paid monthly if applicable (this is not paid on all accounts, eg, Basic Bank Account, HSBC Passport, Bank Account and HSBC Advance). 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.

**The following references regarding debit cards only apply to personal customers, commercial customers please refer to your terms and conditions.**

### Your debit card

When you use your card abroad, your statement will show where the transaction took place, the amount spent in local 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 non-sterling debit card payments (including cash withdrawals) is the VISA Payment Scheme Exchange Rate applying on the day the conversion is made.

For non-Sterling (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 'Non-Sterling Transaction Fee'.

Details of the current VISA Payment Scheme Exchange Rates can be obtained from the card support section of [hsbc.co.uk](https://www.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.

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.

### Recurring Transaction

A recurring transaction, sometimes called a continuous payment authority, is a series of payments collected with your agreement from your 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. We can cancel the payment, however contacting the retailer allows you to also deal with the agreement you have with them and you can make other arrangements for the 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.

## The following references apply to all customers

### 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.

### Telephone Banking Service

Customer representatives are available from 8am – 10pm everyday and 24 hours a day for HSBC Advance customers. Calls may be monitored or recorded for quality purposes. Alternatively for all your banking needs go to [hsbc.co.uk](https://www.hsbc.co.uk).

### Disabled Customers

**We offer a number of services such as statements in Braille or large print. Please contact us to let us know how we can serve you better.**

### Lost and stolen cards

If any of your cards issued by us are lost or stolen please call our 24-hour service immediately on **03456 007 010** or if you are calling from abroad, please call us on **44 1442 422 929**.