

# Retail Banking and Wealth Management Fees and Charges

with effect from 1 July 2019



## About this brochure

At HSBC we want to make it easy for you to know what fees and charges apply to the HSBC products and services you have chosen, which is why we have developed this simple, easy to understand brochure. It details the specific fees applicable to each HSBC product, as well as general fees that may apply when you use our services or those of other financial institutions.

By understanding the charges applicable to your HSBC products and services, you can minimise fees by choosing the most cost effective way to manage your money.

“HSBC” is The Hongkong and Shanghai Banking Corporation Limited, incorporated in the Hong Kong SAR, acting through its New Zealand branch. “HSBC Group” means HSBC Holdings plc, its subsidiaries and associated companies.

## Fees

This brochure is a summary only of the fees and charges applicable to HSBC's Retail Banking and Wealth Management products and services. We may vary, change, withdraw or add fees and charges at any time.

Where there is a change to fees and charges, we will give you at least 14 days' notice of such change in at least one of the following ways:

- by direct communication (e.g. by letter, email, fax or telephone);
- by notice in the media (including public notices);
- by notice on our website; or
- by any electronic banking channel used by you.

Please refer to the Retail Banking and Wealth Management Terms and Conditions for further information on variation of fees and charges.

## Important information

1. Fees and charges listed in this guide are effective from 1 July 2019.
2. Our charges are reviewed regularly to ensure that our services remain competitive.
3. Charges levied by HSBC and non-HSBC overseas correspondent banks will be passed on to you.
4. Where government fees, charges and taxes apply, these will be passed on to you.
5. Full terms and conditions of all accounts are available on application.
6. All fees and charges are shown in New Zealand Dollars (NZD) unless otherwise stated.
7. Eligibility criteria apply to HSBC Premier.

## Section A

### 1.1 Summary of Key Terms

The following tables contains a summary of key terms and fees for reference only and are not intended to replace the full terms and conditions contained in the Retail Banking and Wealth Management Terms and Conditions brochure. The full terms and conditions contained in the Retail Banking and Wealth Management Terms and Conditions brochure will prevail in the event of any inconsistency.

#### HSBC Premier

Quick Facts		
Product Features		For more information
Eligibility Criteria	<p>To qualify for HSBC Premier, you need to meet the following criteria:</p> <ul style="list-style-type: none"> <li>• a minimum value of NZ\$500,000 in home loans with HSBC in New Zealand (facility limit, not outstanding balance); and/or</li> <li>• a minimum value of NZ\$100,000 in savings and investments with HSBC in New Zealand; and/or</li> <li>• if you are an overseas HSBC Premier customer, you will automatically qualify for Premier customer status in New Zealand</li> </ul>	<ul style="list-style-type: none"> <li>• Retail Banking and Wealth Management Terms and Conditions, Section 2</li> <li>• <a href="http://hsbcpremier.co.nz">hsbcpremier.co.nz</a></li> </ul>
Accounts	<ul style="list-style-type: none"> <li>• Everyday Account</li> <li>• e-Saver Account</li> <li>• Smart Saver Account</li> <li>• Multi-currency Account</li> <li>• Term Deposits</li> </ul> <p>Additionally, the following products are available exclusively to HSBC Premier customers:</p> <ul style="list-style-type: none"> <li>• HSBC Premier Renminbi Savings Account</li> <li>• HSBC Premier Explorer Account (for children / grandchildren of HSBC Premier customers)</li> </ul>	<ul style="list-style-type: none"> <li>• Retail Banking and Wealth Management Terms and Conditions, Section 3</li> </ul>

Keys Terms		
Termination of Services or Accounts	<ul style="list-style-type: none"> <li>Your eligibility to be an HSBC Premier customer and any preferential pricing and associated beneficiary will immediately cease to apply and the terms and conditions applicable to HSBC Premier (the 'HSBC Premier Agreement') will terminate for any of the reasons mentioned in section 2.1 of the Retail Banking and Wealth Management Terms and Conditions brochure</li> <li>You may terminate the HSBC Premier Agreement at any time by giving us at least 30 days prior written notice</li> </ul>	<ul style="list-style-type: none"> <li>Retail Banking and Wealth Management Terms and Conditions, Section 2</li> </ul>
Variation of Terms & Conditions	<ul style="list-style-type: none"> <li>We may from time to time vary the terms and conditions and notify you of any changes in accordance with section 5.17 of the Retail Banking and Wealth Management Terms and Conditions brochure</li> </ul>	<ul style="list-style-type: none"> <li>Retail Banking and Wealth Management Terms and Conditions, Section 6.18</li> </ul>

## Everyday Banking Account

### Quick Facts

Product Features		For more information
Product Available	<ul style="list-style-type: none"> <li><b>Everyday Account</b> - A transactional account with Internet Banking, Automated Phone Banking, HSBC Card and Cheque Book access</li> </ul>	<ul style="list-style-type: none"> <li>Retail Banking and Wealth Management Terms and Conditions, Section 3</li> <li><a href="http://hsbcpremier.co.nz">hsbcpremier.co.nz</a></li> </ul>

## Savings Accounts

### Quick Facts

Product Features		For more information
Products Available	<ul style="list-style-type: none"> <li>• <b>e-Saver Account</b> - An 'online' only' account opened through Internet Banking earning interest. Interest is paid on every dollar up to a capped amount. Does not come with HSBC Card or Cheque Book access</li> <li>• <b>Smart Saver Account</b> - An account that pays a competitive rate of interest every month if a withdrawal is not made from the account. Interest is calculated daily and paid monthly</li> <li>• <b>Multi-currency Account</b> - A transactional account available in NZD and 9 major foreign currencies</li> <li>• <b>HSBC Premier Renminbi Savings Account</b> - A Renminbi denominated transactional account available exclusively to HSBC Premier Customers</li> </ul>	<ul style="list-style-type: none"> <li>• Retail Banking and Wealth Management Terms and Conditions, Section 3</li> <li>• <a href="http://hsbcpremier.co.nz">hsbcpremier.co.nz</a></li> </ul>

## Term Deposits

### Quick Facts

Product Features		For more information
Products Available	<ul style="list-style-type: none"> <li>• <b>NZD Term Deposits</b> - NZD denominated fixed term deposits for terms from 7 days to 5 years with the option of having interest paid at maturity or at interim intervals</li> <li>• <b>Foreign Currency Term Deposits</b> - Term deposits in 9 major foreign currencies for terms from 7 days to 5 years with the option of having interest paid at maturity or at interim intervals</li> </ul>	<ul style="list-style-type: none"> <li>• Retail Banking and Wealth Management Terms and Conditions, Section 3</li> <li>• <a href="http://hsbcpremier.co.nz">hsbcpremier.co.nz</a></li> </ul>

## Your voice

<p>If you would like to provide your feedback or to lodge a complaint with HSBC.</p>	<p>For more information</p>
<ul style="list-style-type: none"> <li>• Contact your HSBC Relationship Manager</li> <li>• 24-hour HSBC Premier hotline - 0800 028 088 if calling within New Zealand or +64 9 368 8557 if calling from overseas.</li> <li>• Email - <a href="mailto:customerrelations@hsbc.co.nz">customerrelations@hsbc.co.nz</a></li> <li>• Mail - Customer Relations Department, P.O. Box No.5947, Wellesley Street, Auckland 1141, New Zealand</li> </ul>	<ul style="list-style-type: none"> <li>• Retail Banking and Wealth Management Terms and Conditions, Section 6.11</li> <li>• <a href="http://hsbc.co.nz">hsbc.co.nz</a></li> </ul>

## Product related fees and charges

This section sets out fees and charges that are specific to each of our products. General service fees and charges may also apply in addition to the product related fees set out below. Please refer to Section B for minimum account opening deposits that are applicable to non-Premier customers.

Premier Service Fee \$15.00 per month<sup>1</sup>

1 Eligibility criteria apply to HSBC Premier. The Premier Service Fee may apply to non-qualifying Premier customers. Please refer to [www.hsbc.co.nz](http://www.hsbc.co.nz) for full details regarding Premier criteria and the Premier Service Fee.

## Deposit products

### Everyday Account

Monthly service fee	\$5.00*
Deposits	no charge <sup>1</sup>
Withdrawals	no charge <sup>1</sup>

1 Excludes clearance, cheque, cash handling and electronic payment fees. ATM operator fees may apply to the use of your HSBC Card. Please refer to Section B.

\* Not applicable to Premier customers.

### E-Saver Account

Monthly service fee	\$5.00*
Deposits	no charge <sup>1</sup>
Withdrawals	no charge <sup>1</sup>

1 Excludes clearance and electronic payment fees. Please refer to Section B.

\* Not applicable to Premier customers.

## Smart Saver Account

Monthly service fee	\$5.00*
Deposits	no charge <sup>1</sup>
Withdrawals	no charge <sup>1</sup>

<sup>1</sup> Excludes clearance and electronic payment fees. Please refer to Section B.

\* Not applicable to Premier customers.

## Savings Cheque Account<sup>#</sup>

Monthly service fee	\$5.00*
Deposits	no charge <sup>1</sup>
Withdrawals	no charge <sup>1</sup>

<sup>1</sup> Excludes clearance, cheque, cash handling and electronic payment fees. ATM operator fees may apply to the use of your HSBC Card. Please refer to Section B.

<sup>#</sup> Not available to new customers.

\* Not applicable to Premier customers.

## Business Standard Cheque<sup>#</sup>

Monthly service fee	\$5.00*
Deposits	\$0.50 <sup>1</sup> *
Withdrawals	\$0.50 <sup>1</sup> *

<sup>1</sup> Excludes clearance, cheque, cash handling and electronic payment fees. ATM operator fees may apply to the use of your HSBC Card. Please refer to Section B.

<sup>#</sup> Not available to new customers.

\* Not applicable to Premier customers.

## HSBC Premier Renminbi Savings Account\*

Monthly service fee	Nil
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\* Available only to Premier customers.

## Multi-currency Account

Monthly service fee (equivalent in NZD currency)	\$5.00*
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Only one fee applies for non-Premier customers, irrespective of the number of accounts held.

Deposits	\$0.50
Withdrawals	\$0.50

Excludes clearance, cheque, cash handling and electronic payment fees. Please refer to Section B.

\* Not applicable to Premier customers.



## Term Deposits

Administration fee for termination of  
a Term Deposit before its maturity date \$50.00

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A break cost fee or charge may become payable if you wish to terminate your term deposit before its maturity date, or alter the terms of the investment. For more information about fees and charges applying to term deposits please refer to the Retail banking and Wealth Management Terms and Conditions.

## Loan products

### Home Loans

Loan application fee \$400.00

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Where application fees apply they will be disclosed to you on application and in your Loan Details letter.

Split or multiple  
loan establishment fee \$150.00 per split  
where applicable

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Split loan fee does not apply for the first 3 loans / splits.

Construction loan  
drawdown fee \$100.00 per drawdown

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Fee for each progressive drawdown under a construction loan.

Security variation fee \$150.00 per variation

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Fee payable where substituting or otherwise varying your security or home loan.

Documentation  
variation fee \$150.00 per variation

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Changes requested by you to your loan documentation pre or post settlement.

Redraw fee (table loan only) \$25.00 per redraw

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Where you re-borrow a part of your floating rate table loan you have previously prepaid.

Top-up fee \$250.00 per top-up

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New advance or increase to your credit limit under your existing loan.

Administration cost for early  
prepayment of a fixed rate loan \$50.00 per loan

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Administration cost payable on early prepayment of a fixed rate loan, in addition to any break cost fee.

Break cost for early prepayment  
of a fixed rate loan may apply

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As defined in the Loan Details letter, an amount reflecting HSBC's loss on early prepayment that may be payable if you chose to prepay or switch your fixed rate loan prior to expiry of the fixed rate term. Please contact us for an indicative example. For more information, see [www.hsbc.co.nz](http://www.hsbc.co.nz)

Security discharge fee \$150.00 per  
security discharge document

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Where you require your existing mortgage and/or other security to be discharged.

## Overdraft establishment fee

Permanent (secured/unsecured) \$50.00

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Temporary \$25.00

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## Home Equity Loan

Monthly service fee no charge

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Deposits \$0.35<sup>1\*</sup>

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Withdrawals \$0.35<sup>1\*</sup>

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1 Excludes clearance, cheque, cash handling and electronic payment fees. ATM operator fees may apply to the use of your HSBC Card. Please refer to Section B.

\* Not applicable to Premier customers.

## Home Smart Loan<sup>1</sup>

Monthly service fee no charge

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Per deposit transaction<sup>2</sup> no charge

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First 20 withdrawal transactions<sup>2</sup> no charge

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Thereafter per withdrawal transaction<sup>2</sup> \$1.00\*

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1 Not available to new customers.

2 Excludes clearance, cheque, cash handling and electronic payment fees. ATM operator fees may apply to the use of your HSBC Card. Please refer to Section B.

\* Not applicable to Premier customers.

**Bank guarantees\***

Annual renewal fee	\$150.00 per renewal
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\* Not available to new customers.

Other fees, charges, taxes or costs (including a valuation cost) may become payable in respect of your loan(s) or security as set out in clauses 4 and 5.1 of HSBC's Home Loan Standard Terms and Conditions or as otherwise specified in your mortgage or security documentation.

Other default and enforcement fees and charges may become payable in the event you breach your loan agreement or HSBC is required to enforce its security or mortgage. For more information about these default fees and charges please refer to clause 4 of HSBC's Home Loan Standard Terms and Conditions and the terms of our security document or mortgage.

## Section B

## HSBC general service fees and charges

### **Applicable to Retail Banking and Wealth Management products and services.**

All general service fees and charges are charged in addition to the account related transaction fees set out in Section A. For example, funds withdrawn from an account for other services such as bank cheque, electronic payment, automated / periodic payment or bank draft will also attract our standard account transaction fees for withdrawals.

The services set out in this section may also incur additional fees charged by other banks. These fees will be charged to your account.

For foreign currency transactions all fees are calculated on the New Zealand Dollar (NZD) equivalent of the foreign currency.

## Account related services

### Payments:

#### Outward international payments<sup>1</sup>

Initiated manually	
HSBC Non-Premier customer	\$30.00
Initiated manually Premier customer	\$25.00
Initiated electronically (Personal and Business Internet Banking / Phone Banking) - Premier and non-Premier	\$20.00

Charges levied by non-HSBC overseas correspondent banks will be passed on to you. Where you do not have an HSBC account, this will be charged at the time the transaction is initiated.

- 1 For USD payments, please note payments are required to go through a correspondent bank in the United States. This may result in an additional fee by this correspondent bank of up to USD20.00.

#### Local payments

##### One-off manual local payment

Non-Premier customers	\$10.00
Premier customers	\$5.00
Local payment recovery fee <sup>1</sup>	\$50.00

Local Payments can be established free of charge through the Transfers section of HSBC Internet Banking.

- 1 HSBC will request for an electronic recovery on your behalf. However there is no guarantee that the funds will be returned.

#### Same day cleared payments

Same day – without notification to beneficiary	\$35.00
Same day – with notification to beneficiary	\$40.00

#### Inward international payments

Credited to an HSBC account	\$15.00
Correspondent Banking Fee non-HSBC account	\$50.00

For foreign currency transfers paid in NZD, HSBC's International Payment buying rate for the relevant currency will be used.

If the proceeds are converted to a third currency, HSBC will buy the receiving currency at HSBC's International Payment buying rate against the NZD and sell the third foreign currency at HSBC's International Payment, Bank Draft or selling rate against NZD depending on the nature of the transaction.

Payment tracing fee (per trace) <sup>1</sup>	\$25.00
Amendment of remitted payment <sup>1</sup>	\$25.00
Cancellation of remitted payment <sup>1</sup>	\$50.00

- 1 Overseas charges and charges levied by other banks will be passed on to you.

## Cheques and Drafts

### Bank Drafts and Overseas Cheques

Bank Draft drawn on an HSBC New Zealand account and credited to an HSBC New Zealand account no charge

Other Bank Draft / Overseas Cheque sent for collection<sup>1</sup> \$25.00

Other Bank Draft / Overseas Cheque purchased and credited to an HSBC account (not sent for collection) \$100.00

Dishonour of Overseas Cheques \$25.00

<sup>1</sup> Overseas charges and charges levied by other banks will be passed on to you.

### Cheque fees

Clearance fee \$0.25 per item deposited\* through HSBC or Westpac

Stop payment of a cheque \$15.00

\* Not applicable to Premier customers.

### Bank cheques

Bank cheque – for HSBC customers only \$7.50

Replacement of lost or stolen bank cheque \$7.50

Repurchase bank cheque \$5.00

### Bank drafts

Purchase by customer - same day (branch) \$25.00

Purchase by customer - overnight (branch) \$20.00

Replacement of bank draft \$25.00

Repurchase / refund bank draft \$10.00

Stop payment of bank draft<sup>1</sup> \$25.00

<sup>1</sup> Charges levied by other banks will be passed on to you.

## International account opening services

Emergency encashment fee for Non-Premier customers	USD\$20.00
Emergency encashment fee for Premier customers	no charge
Setting up account with Overseas Office (Non-Premier Adult account) Includes correspondence to set up account and forwarding documentation to overseas office.	\$275.00
Setting up account with Overseas Office (Non-Premier Child / Student account)	\$150.00
Setting up account with Overseas Office (Premier customers)	no charge

## Cash handling

### Local currency

Deposits and withdrawals under \$3,000 per account per day	no charge
Thereafter	\$5.00 per \$1,000 or part thereof
Premier customer cash deposits	no charge

### Foreign currency

Foreign currency conversions to NZD Cash / NZD account (under \$3,000 per customer per day)	no charge
NZD Cash / Debit from NZD account converted to foreign currency	1% commission (min \$10.00)
Deposit of foreign currency cash to foreign currency account with no conversion	1% commission (min \$10.00)
Withdrawal of foreign currency cash from foreign currency account with no conversion	1% commission (min \$10.00)

The applicable exchange rate is HSBC's cash buy and cash sell rate for that currency against NZD at the time of processing.

## Other services

### Special answers (NZD)

Same day	\$30.00 + disbursements e.g. fax, courier costs
Overnight	\$20.00

### Automated payments / periodic payments

Establishment per instruction	\$5.00
Amendment per instruction	\$5.00
Suspension per instruction	\$5.00
To establish / amend / suspend automated periodic payments through Internet Banking	no charge

### Dishonours

Cheque / direct debits returned by HSBC due to insufficient funds	\$25.00
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### Statement of account

Original statement	
E Statement	no charge
Paper Statement	\$2.00 per statement*
Replacement or duplicate statement	\$5.00 per statement

Transaction listings are available on Internet Banking free of charge for previous 3 months.

\* Not applicable to statements incorporating loan information.

### Certificate confirming account balance

(at customer's request) \$40.00 per letter

Closing of account if less than  
3 months since account opening \$10.00\*

Fax sent to overseas \$15.00\*

Fax sent to local destinations \$10.00\*

Lost card / replacement fee \$10.00\*

Lost Online Security Device replacement fee \$10.00\*

Certificate confirming  
account balance \$40.00 per letter\*

Immigration letter \$80.00\*

\* Not applicable for Premier Customers



## Tax certificate

Original certificate	no charge
Replacement or duplicate certificate	\$5.00 per certificate
Interest declaration letter for non-residents	\$5.00 per request

## Document searches

Record / voucher / cheque / deposit / interest accrued and / or earned less than 3 months old	\$15.00 per item
Record / voucher / cheque / deposit / interest accrued and / or earned greater than 3 months old	\$60.00 per hour (min \$20.00)

## Auditor's confirmation report

To include account with Bank, Trade Services outstandings and Treasury outstandings as applicable	\$80.00 min per report
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## HSBC Cards

### Debit Mastercard®

Annual fee	\$10.00*
Replacement card	\$15.00
Overseas transaction fee	2.10% of transaction amount <sup>1</sup>
Courier delivery in NZ / Overseas	Courier costs where applicable

\* Not applicable for Premier customers.

<sup>1</sup> The HSBC overseas transaction fee may apply when you withdraw cash or spend overseas or in foreign currency. The total NZD amount will appear on your statement, and will include any ATM operator fee or retailer surcharge if applicable. A separate transaction amount on your statement will show this overseas transaction fee, made up of any currency conversion margins and any applicable Mastercard fee. Please refer to the HSBC Debit Mastercard Terms and Conditions for more details on using your card overseas, foreign currency spend and any applicable reversals on your HSBC Debit Mastercard.

Mastercard is a registered trademark and the circles design is a trademark of Mastercard International Incorporated.

## ATM Card

Not available to new customers.

Replacement cards are not available.

Overseas

transaction fee <sup>1</sup>	1.00% of transaction amount
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1 The HSBC overseas transaction fee may apply when you withdraw cash or spend overseas or in foreign currency. The total NZD amount will appear on your statement, and will include any ATM operator fee or retailer surcharge if applicable, plus the overseas transaction fee, which is made up of any currency conversion margins and any applicable Maestro, Cirrus or VisaPLUS fee.

These fees exclude product related fees and charges set out in Section A.



HSBC's most recent Retail Banking and Wealth Management Terms and Conditions, QFE Disclosure Statement and Registered Bank Disclosure Statement are available free of charge on request or on our website [www.hsbc.co.nz](http://www.hsbc.co.nz).

**For more information**

**Call 0800 802 380**

**Visit [www.hsbc.co.nz](http://www.hsbc.co.nz)**



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