

# Retail Banking and Wealth Management Fees and Charges

with effect from 8 July 2011

## About this guide

At HSBC we want to make it easy for you to know what fees and charges apply to the HSBC financial services you have chosen, which is why we have developed this simple, easy to understand guide.

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 accounts, you can minimise fees by choosing the most cost effective way to manage your money.

HSBC's retail banking department is changing its name from Personal Financial Services ('PFS') to Retail Banking and Wealth Management ('RBWM'). To reflect this change, all reference to 'PFS' in any documentation includes reference to 'RBWM' (and visa versa).

"HSBC" is The Hongkong and Shanghai Banking Corporation Limited incorporated in the Hong Kong SAR with limited liability, 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 personal financial products and services. This includes non-personal accounts governed by Retail Banking and Wealth Management Terms and Conditions. Notwithstanding that all of our fees and charges may not be contained in this brochure, we may impose other fees and charges for products or services supplied. Although we undertake to advise you of all the fees and charges at the time of taking up a product or service, always check with us if you are unsure or require further clarification. HSBC reserves the right to add, cancel or amend any of the fees and charges set out in this brochure, including introducing new fees and charges from time to time.

## Important information

1. Fees and charges listed in this guide are effective from 8 July 2011.
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. Where you do not have an HSBC account, this will be charged at the time the transaction is initiated.
4. Where government fees, charges and taxes apply, these are passed on to you. A summary of the more common charges is included in this guide.
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 applies to HSBC Premier.

## Section A

# Product related fees and charges

\* Note: 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.

## Deposit products

### Online Savings Account

Minimum opening balance	\$10,000
Monthly service fee	\$15.00*

\* Not applicable to Premier customers.

Deposits	no charge <sup>1</sup>
Withdrawals	no charge <sup>1</sup>

<sup>1</sup> Excludes clearance, cheque, cash handling and telegraphic transfer fees. Network charges apply for ATM withdrawals from ATM machines. Please refer to Section B.

### Savings Cheque

Minimum opening balance	\$10,000
Monthly service fee	\$15.00*

\* Not applicable to Premier customers.

Deposits	no charge <sup>1</sup>
Withdrawals	no charge <sup>1</sup>

<sup>1</sup> Excludes clearance, cheque, cash handling and telegraphic transfer fees. Network charges apply for ATM withdrawals from ATM machines. Please refer to Section B.

## Business Standard Cheque

Minimum opening balance	\$10,000
Monthly service fee	\$15.00
Deposits	0.50 <sup>1</sup>
Withdrawals	0.50 <sup>1</sup>

<sup>1</sup> Excludes clearance, cheque, cash handling and telegraphic transfer fees. Network charges apply for ATM withdrawals from ATM machines. Please refer to Section B.

## Multi Currency Account

Minimum opening balance	\$10,000 NZD equivalent
Monthly service fee (equivalent in NZD currency)	\$15.00*

\* Not applicable to Premier customers. Only one charge applies, irrespective of the number of currencies held.

Deposits	\$0.50 <sup>1</sup>
Withdrawals	\$0.50 <sup>1</sup>

<sup>1</sup> Excludes clearance, cheque, cash handling and telegraphic transfer fees. Please refer to Section B.

## Term Deposits

### Early termination or alteration

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. An administration fee will also be payable for processing this request. For more information about fees and charges applying to term deposits please refer to the HSBC Investment Statement for Term Deposits.

Certificate confirming account balance (at customer's request)	\$40.00 per letter
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## Loan products

### Home Loans

Loan application fee may apply

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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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Where you have more than one Loan Product documented and processed, the first 3 loans or splits are free, thereafter \$150 per split will be payable.

Rate hold fee 0.20% of loan value

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Levied where fixed home loan rates are held, at customer's request, for a period of between 15 and 35 days from the date of loan approval.

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 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 property
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Where you require your existing mortgage or security to be discharged.

### Overdraft establishment fee

Permanent (secured/unsecured)	\$50.00
Temporary	\$25.00

### Home Equity Loan

Monthly service fee	no charge
Deposits	\$0.35 <sup>1</sup>
Withdrawals	\$0.35 <sup>1</sup>

<sup>1</sup> Excludes clearance, cheque, cash handling and telegraphic transfer fees. Network charges apply for ATM withdrawals. Please refer to Section B.

### Home Smart

Monthly service fee	no charge
Per deposit transaction <sup>1</sup>	no charge
First 20 withdrawal transactions <sup>1</sup>	no charge
Thereafter per withdrawal transaction <sup>1</sup>	\$1.00

<sup>1</sup> Excludes clearance, cheque, cash handling and telegraphic transfer fees. Network charges apply for ATM withdrawals from ATM machines. Please refer to Section B.

### Foreign Currency Home Loans

Application fee	\$450.00 per loan
Cost of early prepayment of a Foreign Currency Home Loan	may apply

As defined in the loan details letter, early prepayment or break costs may apply if you prepay or convert your loan within an interest period. An administration fee applies if you elect to prepay or convert your loan before the end of the interest period.

## Other fees and charges that may become payable with Home Loan Products

Lenders Mortgage Insurance may apply

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Lenders Mortgage Insurance may apply as required by HSBC's current lending criteria.

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Default fee – rate demand \$50.00 per instance

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Processing fee in the event HSBC is required to pay your property rates on default by you.

### Bank guarantees

Establishment fee \$150.00 per guarantee

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Annual renewal fee \$150.00 per renewal

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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 personal and non-personal accounts governed by Retail Banking and Wealth Management Terms and Conditions.**

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, telegraphic transfer, 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 transfers

##### International payments / telegraphic transfers<sup>1</sup>

Initiated manually (including by facsimile <sup>2</sup> )	\$30.00
Initiated manually (including by facsimile <sup>2</sup> ) Premier customer	\$25.00
Initiated electronically (Personal and Business Internet Banking / Phone Banking) - Premier and non-Premier	\$20.00

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.

2 Fax indemnity required.

The applicable exchange rate is HSBC's Telegraphic Transfer selling rate for that currency against NZD at the time of processing.

For amounts below NZD25,000, the conversion shall be made using HSBC's prevailing exchange rate. For amounts above NZD25,000 a different rate may apply.

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.

#### Local payments

##### One-off manual local payment (including facsimile initiated local payment)<sup>1</sup>

Non-Premier customers	\$10.00
Premier customers	\$5.00
Local payment recovery fee	\$50.00

1 Fax indemnity required

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

#### Same day cleared payments

Same day – without notification to beneficiary (Premier and non-Premier)	\$35.00
Same day – with notification to beneficiary (Premier and non-Premier)	\$40.00

#### Inward international transfers

##### Overseas Telegraphic Transfers

Telegraphic transfer credited to an HSBC account	\$15.00 <sup>1</sup>
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All other telegraphic transfers in New Zealand Dollars to non-HSBC accounts	\$50.00
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All other telegraphic transfers in foreign currency to non-HSBC accounts	\$50.00
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1 Not applicable to Premier customers transferring funds from other HSBC accounts in their own names

For foreign currency transfers paid in NZD, HSBC's Telegraphic Transfer 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 Telegraphic Transfer buying rate against the NZD and sell the third foreign currency at HSBC's Telegraphic Transfer, Bank Draft or selling rate against NZD depending on the nature of the transaction.

Payment tracing fee (per trace) <sup>1</sup>	\$25.00
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Amendment of remitted payment <sup>2</sup>	\$25.00
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Cancellation of remitted payment <sup>2</sup>	\$50.00
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1 Only payable if the instructions given to HSBC were followed in a correct and timely manner. Overseas charges and charges levied by other banks will be passed on to you.

2 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 HSBC and credited to an HSBC New Zealand account	no charge
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Other Bank Draft / Overseas Cheque sent for collection	\$25.00
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Other Bank Draft / Overseas Cheque purchased and credited to an HSBC account (not sent for collection)	0.25% of value of Cheque / Draft (min. \$50, max. \$250)
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Dishonour of Overseas Cheques	\$25.00
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Overseas bank charges may be applicable. The applicable exchange rate is HSBC's Bank Draft buying rate for that currency against NZD at the time of purchase. Fees exclude charges levied by the drawee bank. If the proceeds are converted to a third currency, HSBC will buy the receiving currency at HSBC's Bank Draft buying rate against NZD and sell the third foreign currency at HSBC's Telegraphic Transfer, Bank Draft or selling rate against NZD depending on the nature of the transaction.

### Cheque fees

Cheque duty (Government cheque duty charged at point of issue)	\$0.05 per cheque
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Clearance fee	\$0.25 per item deposited* through HSBC or Westpac
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Stop payment of a cheque	\$15.00
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\* Not applicable to Premier customers.

### Bank cheques

Bank cheque – for HSBC customers only	\$7.50
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Replacement of lost or stolen bank cheque	\$7.50
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Repurchase bank cheque	\$5.00
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### Bank drafts

Purchase by customer - same day (branch)	\$25.00
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Purchase by customer - overnight (branch)	\$20.00
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Replacement of bank draft	\$25.00
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Repurchase / refund bank draft	\$10.00
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Stop payment of bank draft <sup>1</sup>	\$25.00
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1 Charges levied by other banks will be passed on to you.

The applicable exchange rate is HSBC's Telegraphic Transfer selling rate for that currency against NZD at the time of processing.

For amounts below NZD25,000, the conversion shall be made using HSBC's prevailing exchange rate. For amounts above NZD25,000 a different rate may apply.

### Travellers cheque purchases for HSBC customers

Exchange of Thomas Cook and / or American Express travellers cheques purchased from HSBC bank / branches, to NZD cash	no charge
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Exchange of travellers cheques purchased from banks other than HSBC to NZD cash	\$10.00
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Exchange of foreign currency travellers cheques to cash in the same currency	1 % commission of total value (min \$25.00)
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Commission on purchase of foreign currency travellers cheques	1 % of total value (min \$10.00)
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The applicable exchange rate is HSBC's travellers cheques buying or selling rate for that currency at the time of processing.

### International account opening services

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

Setting up account with Overseas Office (non-Premier Child / Student account)	\$150.00
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Setting up account with Overseas Office (Premier customers)	no charge
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## Cash handling

### Local currency

Deposits and withdrawals under \$3,000 per account per day	no charge
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Thereafter	\$5.00 per \$1,000 or part thereof
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Cash / change requisitions for non-customers	\$5.00 per \$1,000 or part thereof
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Premier customer cash deposits	no charge
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### Foreign currency

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

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 / automated periodic payments 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* (with effect from October 2011)
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.

**Tax certificate**

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

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
No Charge for Premier Customers	
Fax sent to overseas destinations	\$15.00
Fax sent to local destinations	\$10.00
Closing of account if less than 3 months since account opening	\$10.00
Premier Below Balance Fee	\$50.00 per month <sup>1</sup>

<sup>1</sup> Eligibility criteria applies to HSBC Premier.

## 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)

## Auditors confirmation report

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

## ATM / EFTPOS network service fees

	Visa Plus	HSBC Premier Cirrus/ Maestros
Local HSBC NZ ATM	no charge	no charge
Local Westpac NZ ATM	no charge	no charge
Local NZ EFTPOS Transactions	no charge	no charge
All other NZ ATM	\$4.00	no charge
Overseas Visa Plus ATM	\$6.00	N/A
Overseas Maestro / Cirrus ATM	N/A	no charge
Overseas HSBC ATM	\$4.00	no charge
Overseas EFTPOS where available	N/A	N/A

In addition to the above fees, currency conversion margins are included in the applicable conversion rate on overseas ATM and EFTPOS transactions as follows:

	Visa Plus	Premier Cirrus/ Maestros
Overseas non-HSBC ATM	1.0% by Visa Plus	1% by Cirrus Maestro
Overseas HSBC ATM	1.0% by Visa Plus	1% by Cirrus Maestro
Overseas EFTPOS	N/A	1% by Cirrus Maestro

The total converted NZD amount appearing on your statement will include the above margins.

Other overseas charges may be applicable.

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

HSBC's Investment Statement for Term Deposits and most recent Disclosure Statement are available free of charge from any HSBC branch or on our website [www.hsbc.co.nz](http://www.hsbc.co.nz).

**For more information**

- ▶ Call 0800 80 23 80
- ▶ Go to [www.hsbc.co.nz](http://www.hsbc.co.nz)

