

# Retail Banking and Wealth Management Fees and Charges

with effect from 28 November 2016

## 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 display in our 1 Queen Street, Auckland branch;
- 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 28 November 2016.
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 applies 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
<b>Eligibility Criteria</b>	<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>• <b>Retail Banking and Wealth Management Terms and Conditions, Section 2</b></li> <li>• <a href="https://hsbcpremier.co.nz">hsbcpremier.co.nz</a></li> </ul>
<b>Accounts</b>	<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> <li>• Business Standard Cheque Account (for non-trading Family Trusts and Look Through Companies only)</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 / grand children of HSBC Premier customers)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Retail Banking and Wealth Management Terms and Conditions, Section 3</b></li> </ul>

<b>Keys Terms</b>		
<b>Termination of Services or Accounts</b>	<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 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><b>Retail Banking and Wealth Management Terms and Conditions, Section 2</b></li> </ul>
<b>Variation of Terms &amp; Conditions</b>	<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><b>Retail Banking and Wealth Management Terms and Conditions, Section 5.17</b></li> </ul>

## Everyday Banking Account

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

## Savings Accounts

### Quick Facts

Product Features	For more information
<p><b>Products Available</b></p>	<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 ATM 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>• <b>Retail Banking and Wealth Management Terms and Conditions, Section 3</b></li> <li>• <a href="http://hsbcpremier.co.nz">hsbcpremier.co.nz</a></li> </ul>

## Term Deposits

### Quick Facts

Product Features	For more information
<p><b>Products Available</b></p>	<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>• <b>Retail Banking and Wealth Management Terms and Conditions, Section 3</b></li> <li>• <a href="http://hsbcpremier.co.nz">hsbcpremier.co.nz</a></li> </ul>



## Smart Saver Account

Monthly service fee	\$15.00*
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\*

Monthly service fee	\$15.00*
Deposits	no charge <sup>1</sup>
Withdrawals	no charge <sup>1</sup>

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

# Not available to new customers

\* Not applicable to Premier customers.

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

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 electronic payment fees. Network charges apply for ATM withdrawals from ATM machines. Please refer to Section B.

\* 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)	\$15.00*
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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. Network charges apply for ATM withdrawals. Please refer to Section B.

\* Not applicable to Premier customers.

## Foreign Currency Home Loans

Application fee	\$450.00 per loan
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Break cost for early prepayment of a Foreign Currency Home Loan	may apply
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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.

## 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. Network charges apply for ATM withdrawals from ATM machines. Please refer to Section B.

\* Not applicable to Premier customers.

## Bank guarantees

Establishment fee	\$150.00 per guarantee
Annual renewal fee	\$150.00 per renewal

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
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Initiated manually Premier customer	\$25.00
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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
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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
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Same day – with notification to beneficiary	\$40.00

#### Inward international payments

Credited to an HSBC account	\$15.00
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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
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Amendment of remitted payment <sup>1</sup>	\$25.00
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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)

## Auditors confirmation report

To include account with Bank, Trade Services outstandings and Treasury outstandings as applicable	\$80.00 min per report
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## ATM / EFTPOS network service fees

	Non-Premier HSBC ATM Card (Visa Plus)	HSBC Premier ATM Card (Cirrus/Maestro)
Local HSBC or Westpac NZ ATM	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	\$4.00
Overseas HSBC ATM	\$4.00	no charge
Local NZ EFTPOS	no charge	no charge

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/ Maestro
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. Some cash machine operators may apply a direct charge for withdrawals from their cash machines and this should be advised on screen at the time of withdrawal.

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



HSBC's Disclosure Statement is available free of charge 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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