



Account Closure Guide

You can close your HSBC New Zealand account(s) by giving us instructions in one of three ways. These options are listed below in order of simplicity and efficiency:

1. Use Personal Internet Banking to reduce your account(s) to zero balance and load the details of your other/new bank account as a New Payee.
2. Send us a Secure Message via our Personal Internet Banking platform, selecting the "Account Closure" option from the drop down menu.
3. Complete the [Account Closure Request Form](#) in person at our HSBC Auckland Branch or you can mail it to us.

Important things to note:

HSBC NZ will not close accounts that are servicing a home loan or term deposit.

- This account must remain open until the home loan or term deposit matures. You will still need to make your applicable home loan payments through this account.

We recommend you download all of your account statements at the same time as you initiate the account closure(s)

- This is to ensure you have all of your necessary statements for future reference (as you won't be able to access the statements online once the account(s) are closed and removed from Personal Internet Banking).

HSBC NZ will not charge fees for payment instructions received as part of an Account Closure request

- Whether this is to another local bank, or an overseas international payment. Please note, we are unable to advise you of, nor void, any fees that may be applied by any other bank.

For further assistance with closing your accounts:

Please contact our helpdesk on 0800 02 80 88 (within NZ) or
+64 9 368 8557 (from overseas, noting international toll charges may apply).
You can also visit our website at www.hsbc.co.nz for all our contact information.

OPTION 1

IF YOU HAVE INTERNET BANKING, the most efficient and safest way for you to instruct us to close your HSBC account(s) is to reduce your account(s) to zero balance and include your account closure request in your payment instructions. **Do note that small balances remaining in account(s), will be donated to the HSBC New Zealand selected charity, Hato Hone St John (St John Ambulance) – a registered charity in New Zealand providing ambulance services and first aid to those in need.**

- For Local Payments, total account balance(s) below \$1.00 will be donated.
- For Overseas or Currency Payments, total account balance(s) below \$10.00 (NZD equivalent) will be donated.

To avoid low balances being donated to charity, for interest bearing accounts you are best to action your transfer on the 1st of the month.

Courtesy note, should HSBC NZ will make the charitable donation (on its customers' behalf) you will be unable to seek a tax credit for your donation. HSBC NZ will also not be seeking a tax credit for the donation. For further details on donation tax credits, please visit the Inland Revenue Department website at ird.govt.nz.

Before you get started:

- If you have Multi Currency Accounts and you want to keep the funds in that currency, you can pay away the funds from each account separately and load different forwarding instructions for each.
- To minimise the number of payments, we recommend accounts of the same currency are consolidated before paying away to your other/new bank account.
- In the below instructions, we ask that when you create these payments, please select the option "New payment to a person" and tick the box to "Add to your payees" in order to save the payment details. Please also include "HSBC CLOSURE" in the "Particulars" or "Transfer Details" fields. This will ensure that we have a) your authorisation to close the account(s), and b) your forwarding instructions (i.e. your other/new account details), allowing us the ability to remit any remaining funds to your account at another financial institution, should funds be credited to your HSBC account(s) after you have reduced your account(s) to a zero balance.

1. Log into Personal Internet Banking

- Log in to Personal Internet Banking by clicking the "Log on" button in the top, right corner of the HSBC New Zealand homepage at: www.hsbc.co.nz
- Enter your username, password and security code to access your HSBC accounts.

2. Select the "Pay and transfer" option

- To transfer your funds, click on the "Pay and transfer" button
- Select your account you want to reduce to zero balance.

3. Select "New payment to a person"

- Select the "New payment to a person" option from the drop down list – regardless if you have already saved this account as a payee.

TO SEND NZ DOLLARS TO A LOCAL NZ BANK:

4a. Select "Non-HSBC account"

- Input the Account Name and Account Number into the relevant fields and ensure you tick the box "Add to your payees".
- Enter the amount (totalling the available balance in the account)

4b. Under "Particulars", include the wording "HSBC CLOSURE"

- By loading "HSBC CLOSURE" in the details, you are now authorising us to close your account(s).

OR

TO SEND FOREIGN CURRENCY TO A LOCAL NZ BANK OR ANY CURRENCY OVERSEAS:

5a. Select "Overseas account"

- Input the Account Name, Bank Details, and Account Number into the relevant fields and ensure you tick the box "Add to your payees".

5b. Under "Transfer details", include the wording "HSBC CLOSURE"

- By loading "HSBC CLOSURE" in the details, you are now authorising us to close your account(s).

6. Check payment details are correct and confirm.

- We will proceed to close your account as soon as possible (and remit any remaining funds to your "New Payee" forwarding instructions, if applicable).

OPTION 2

Send us a Secure Message via our Personal Internet Banking platform, selecting the "Account Closure" option from the drop down menu.

Before you get started:

- If you have Multi Currency Accounts and you want to retain the funds in those currencies, we recommend you complete separate Secure Messages to ensure your request is clear.

1. Log into Personal Internet Banking

- Log in to Personal Internet Banking by clicking the "Log on" button in the top, right corner of the HSBC New Zealand homepage at: www.hsbc.co.nz
- Enter your username, password and security code to access your HSBC accounts.

2. Select the "Secure Message" option

- Click on "Send us a message"
- Select the topic "Account closure" from the drop down list.

3. Complete the template

- By entering in the relevant account details and payment instructions.

4. Check the payment details are correct and click "send"

OPTION 3

Complete the Account Closure Request Form in person at our HSBC Auckland Branch or you can mail it to us.

Before you get started:

- If you have Multi Currency Accounts and you want to retain the funds in those currencies, we recommend you complete separate Account Closure Request forms to ensure your request is clear.

1. Visit our HSBC Auckland Branch

- You can complete the form in person at our Auckland Branch (Level 21, 188 Quay Street) during our standard opening hours of 9.30am to 4.00pm, Monday to Friday (excluding weekends and public holidays).

OR

2. Download the Account Closure Request Form

- Download the [Account Closure Request Form](#) by clicking on the embedded link; OR
- Go to our website at www.hsbc.co.nz, select the "Help & Support" tab, select "Document Centre", then click on "Forms". Scroll down the page to locate the document called "Account Closure".



Please ensure you download and save the form to your computer in order for the editable sections to be visible and easier for you to complete before printing.

3. Complete the form, print, sign and send to HSBC

- Ensure you select the correct option for pay away instructions.
- Our postal address is: HSBC Auckland Branch, P.O. Box 5947, Victoria St West, Auckland 1142, New Zealand.