

Frequently Asked Questions for HSBC Corporate Banking Clients

*HSBC Bank plc Luxembourg Branch opening
and transfer of corporate clients from HSBC
Trinkaus & Burkhardt (International) SA*

August/September 2013

Overview

HSBC Bank plc has opened a Luxembourg Branch as part of our global strategy to develop a more integrated international network. Corporate customers served by HSBC Trinkaus & Burkhardt (International) SA Luxembourg are being transferred to HSBC Bank plc Luxembourg Branch.

Details of the new Branch are:

HSBC Bank plc Luxembourg Branch
16, Boulevard d'Avranches
L-1160 Luxembourg
Tel: +352 22 38 33 1
Fax: +352 27025 720

Your corporate bank accounts will continue to be domiciled in Luxembourg in accordance with your requirements and the Corporate Banking team that serves you from HSBC Trinkaus & Burkhardt (International) SA is transferring to HSBC Bank plc Luxembourg Branch to ensure continuity of personal contact.

All current corporate banking clients in Luxembourg will be upgraded to HSBC's global core banking system (HUB) as part of this transfer. This improves the Payments & Cash Management (PCM) service provided to you, in addition to further enhanced service options.

There are numerous benefits for your business including:

- Account reporting: real time detailed account reporting, using HSBCnet
- Priority payments: more efficient priority payments initiation, using HSBCnet
- Future broadening of capabilities including liquidity concentration, SEPA and a range of communication channels such as HSBC Connect, SWIFT and Host to Host

A Luxembourg based specialist migration team has been established to help ensure an efficient transfer for you and facilitate the transition to the new HUB system and HSBCnet.

For further information, please read the attached Frequently Asked Questions. If you have any questions or comments please feel free to contact the Luxembourg migration team:

For questions regarding **HSBCnet**:

Your existing support team or: Operationshsbcnet@hsbc.com +44 (0)122 626 0871

For questions regarding your **Luxembourg business**:

corporatebanking@lu.hsbc.com +352 22 38 33 1

Your usual contacts in the Corporate Banking team in Luxembourg remain available to help you with your banking requirements.

More About This Change

Why are my banking services in Luxembourg being changed?

HSBC expanding and improving corporate banking services offered in Luxembourg through the opening of an HSBC Bank plc Luxembourg Branch. Accounts transferring to the Branch will be upgraded and benefit from the HSBC global standard core banking platform (HUB).

In addition to offering you valuable access to more HSBC services in future, the migration to HUB will enable HSBC to develop its infrastructure more strategically to better serve your long term banking needs.

HSBC Trinkaus has announced that it will exit Luxembourg. Therefore, it is not possible to continue offering services from HSBC Trinakus & Burkhardt (International) SA.

What are the main benefits of the transfer for corporate clients?

Your bank will be HSBC Bank plc Luxembourg Branch instead of HSBC Trinkaus & Burkhardt (International) SA. The Branch offers improved counterparty risk as it is directly a branch of HSBC Bank plc. Your bank accounts continue to be domiciled in Luxembourg in accordance with your requirements.

The transfer will provide a range of additional service enhancements over time including liquidity concentration, SEPA and a range of communication channels such as HSBC Connect, SWIFT and Host to Host. Should you have existing HSBCnet accounts you will benefit from real-time statements and reporting while quickly and efficiently initiating payments with improved security and enhanced cut-off times.

HSBC Trinkaus & Burkhardt (International) SA has announced its withdraw of services in Luxembourg, how will this affect me?

Corporate customers currently with HSBC Trinkaus & Burkhardt (International) SA will be migrated to the new Luxembourg Branch of HSBC Bank plc

The Corporate Banking team that serves you today from HSBC Trinkaus & Burkhardt (International) SA is transferring to HSBC Bank plc Luxembourg Branch to ensure continuity of personal contact. We have written to you detailing the changes and steps needed to ensure a smooth transfer of your business.

Why did I need to sign a “Consent to Exchange of Information within HSBC Group”?

Similar to other international financial institutions we support our clients using services from different parts of HSBC organisation. In order to make this work all account holders are required to sign the “Consent to Exchange of Information within HSBC Group” pursuant to Luxembourg regulations. This consent allows HSBC to move data globally to relevant service centre locations that support the Luxembourg Branch operations.

Important Preparations

What could be my major concerns?

The change of bank entity and operating platform necessitates **new bank account (IBAN) numbers**. We regret any inconvenience caused but there are no technical means of using your existing account numbers.

Your new (IBAN) numbers need to be communicated to your counterparties ensuring that they use these for any future transactions after the migration.

From the date of the transfer, the old accounts at HSBC Trinkaus & Burkhardt (International) SA will be frozen but any payments received using the old account details will automatically be re-directed to the new accounts at the Branch for a period of up to three months, i.e. until the end of November 2013. After this time incoming payments to the old accounts will be returned to the originator.

What do I need to do to prepare for the migration?

- The new account numbers will be live with effect from 2 September 2013. Prior to this date, we recommend that you back-up your transaction history for the last 6 months to ensure you have it readily available for audit purposes. If you need assistance, please contact your usual HSBCnet help desk for guidance.
- You need to inform all your relevant counterparties of the new account number(s) before 2 September 2013 in order to ensure an uninterrupted payments service.
- Please ensure your accounts are in credit as at 30 August 2013 to ensure a smooth transfer.
- Please ensure payments using the old accounts are not made after cut-off time on Friday 30 August 2013. Payments after that time will not be processed.
- If you have HSBCnet, there will need to be some minor system changes. These are outlined in the later section, "HSBCnet Information."

If you have HSBCnet, historic data will still be available in HSBCnet for 180 days. We will be able to provide you with details of any specific transactions if you call the client service team.

What if I do not use HSBCnet in Luxembourg?

If you do not have HSBCnet, we encourage you to discuss the benefits of the system with the Luxembourg team.

Accounts in the new Branch will offer more capabilities on HSBCnet including:

- Account reporting: real time detailed account reporting.
- Priority payments: more efficient priority payments initiation.

Some of our clients have indicated in the past that they also wish to use HSBCnet for their Luxembourg accounts via Luxembourg based HSBCnet profiles rather than profiles in other countries. With the new branch, this functionality will be available to all clients.

The link below gives some useful information about HSBCnet and its practical applications:

<http://www.hsbcnet.com/gbm/products-services/online-services/about-hsbcnet.html>

When Will This Change Happen?

30 August 2013 (Friday) - old accounts

After cut-off time the old accounts will be frozen and no further transactions will be accepted for these accounts.

Latest value date for payments - please do not initiate any forward dated payments from the old accounts with value date after 30 August 2013.

31 August / 1 September 2013 (Saturday / Sunday)

We will automatically transfer your old accounts to the new accounts at the Branch, you do not need to do anything.

2 September 2013 (Monday) - new accounts

New accounts will be open and fully operational for your use.

Payments can be made value dated 2 September 2013 onwards.

Inward payments received using the old account details will automatically be re-directed to the new accounts at the Branch for a period of up to three months.

30 November 2013 onwards - old accounts

Incoming payments will be returned to the originator.

Will I have access to information on both systems during the transition period?

No. Prior to 2 September 2013, you will not have access to the new accounts. After 30 August 2013 you will not have access to the old accounts. Inward payments received using the old account details will automatically be re-directed to the new accounts at the Branch for a period of up to three months.

You should use your new account for daily transactions and inform your counterparties of this change as soon as possible.

Contracts, Terms & Conditions

Is my existing account documentation valid for the new accounts?

Other than the "Consent to Exchange of Information within HSBC Group" that you sent to us, the Terms and Conditions of the previous accounts remain valid for the new accounts. However for corporate accounts with non-standard services additional documentation might be required, and we will notify you in advance should this be the case.

When opening additional or new accounts in the Branch, HSBC's Global Documentation (GDocs) will be used in place of the previous local account application. GDocs will be the application channel for the establishment of any new banking relationships or additional accounts for existing clients.

Fees and Charges

What Will Happen to Fees and Charges

Interest will be calculated at the end of August 2013 and posted to the old accounts. A further interest calculation for one month will be posted to the new accounts at the end of September 2013. There will be no other changes to fees and charges or the charging cycle.

HSBCnet Information

FOR CLIENTS WITH EXISTING HSBCNET ACCOUNTS

Will our accounts be automatically transferred?

We will open the new accounts automatically for you. You will need to make some minor system changes to make payments from the new accounts and reconcile statements from them. Also, User Entitlements may need to be set up for the new accounts. We suggest you involve your system administrator who can contact the HSBCnet help desk for further assistance if required.

Can I view my previous account statements on HSBCnet immediately after upgrading?

Although the old accounts will be frozen, information will still be available in HSBCnet for 180 days and we will be able to provide you with details of any specific transactions if you call the client service team.

FOR CLIENTS WITHOUT EXISTING HSBCNET ACCOUNTS

What if I don't have HSBCnet?

There will be no changes to the way you work with us. However, since HSBCnet will provide an enhanced service and will be much easier to implement, we encourage you to sign up for HSBCnet as soon as possible by contacting your usual client service representative.

New Branch and Post Migration

Who will take care of my accounts in Luxembourg after the migration?

The existing Corporate Banking team will continue to service you and your clients going forward.

In addition, we will be supported by the HSBC Global Support Centres for automated banking services which will bring added value to you.

Can I continue to expand my business with HSBC in Luxembourg?

Yes. The existing Corporate Banking team will be pleased to assist you with your on-going banking needs.

How can I contact HSBC Bank plc Luxembourg Branch?

HSBC Bank plc
Luxembourg Branch
16 Boulevard d'Avranches
L-1160 Luxembourg
Luxembourg

Tel: +352 22 38 33 1
Fax: +352 270 25 720

Corporate Banking team:

corporatebanking@lu.hsbc.com or telephone +352 22 38 33 1

Appendix – Nostrro Accounts

The HSBC Bank plc Luxembourg Branch Swift BIC [Bank Identifier Code] is: HSBCLULL

Foreign Currency & Cross Border payments to your accounts at the Branch should be paid via HSBC Bank plc London - Swift BIC: MIDLGB22

Example payment details to wire funds into your account :

Amount/currency: (available currencies below)
 Beneficiary: [Please quote your account name]
 Beneficiary address: Street, City, Country [please quote your full registered address]
 IBAN Account number: [please quote your new IBAN here] e.g. LU012345679012345678
 Final Beneficiary Bank: HSBC Bank plc Luxembourg Branch, Luxembourg
 SWIFT/BIC: HSBCLULL
 Intermediary Bank details: HSBC Bank plc London
 A/C: See below details as per required currency
 SWIFT: MIDLGB22
 Sort Code: 400515
 Reference: [for your reference description]

For all Foreign Currencies HSBC Bank plc Luxembourg Branch holds accounts with HSBC Bank plc London (MIDLGB22). Normal practice is that the remitting bank use HSBC Bank plc London's correspondent bank for the currency required.

Currency: EUR Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74110646 IBAN: GB46MIDL40051574110646	Currency: USD Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74110654 IBAN: GB24MIDL40051574110654
Currency: GBP Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74110662 IBAN: GB02MIDL40051574110662	
Currency: AED Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74110689 IBAN: GB49MIDL40051574110689	Currency: AUD Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74110697 IBAN: GB27MIDL40051574110697
Currency: CAD Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74110705 IBAN: GB05MIDL40051574110705	Currency: CHF Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74110713 IBAN: GB80MIDL40051574110713
Currency: CNY Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74041557 IBAN: GB42MIDL40051574041557	Currency: CZK Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115774 IBAN: GB09MIDL40051574115774
Currency: DKK Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115782 IBAN: GB84MIDL40051574115782	Currency: JPY Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74110670 IBAN: GB77MIDL40051574110670
Currency: HKD Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115790 IBAN: GB62MIDL40051574115790	Currency: HUF Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115809 IBAN: GB34MIDL40051574115809
Currency: MXN	Currency: NOK

Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115817 IBAN: GB12MIDL40051574115817	Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115825 IBAN: GB87MIDL40051574115825
Currency: NZD Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115833 IBAN: GB65MIDL40051574115833	Currency: PLN Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115841 IBAN: GB43MIDL40051574115841
Currency: RUB Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74121513 IBAN: GB62MIDL40051574121513	Currency: SEK Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115876 IBAN: GB68MIDL40051574115876
Currency: SGD Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115884 IBAN: GB46MIDL40051574115884	Currency: THB Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115892 IBAN: GB24MIDL40051574115892
Currency: TRY Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115900 IBAN: GB02MIDL40051574115900	Currency: ZAR Account Title: HSBC Bank plc Luxembourg Branch SWIFT: MIDLGB22 Sort Code: 400515 Account number: 74115919 IBAN: GB71MIDL40051574115919