

# Global Money Account

## Terms and Conditions

**These Global Money Account (GMA) terms are additional to the Personal Banking Terms and Conditions and Charges (the Main Terms). You can find them at [hsbc.co.uk/legal](https://www.hsbc.co.uk/legal). If there is an inconsistency between them, these terms apply to your GMA.**

**Please read the terms because you are agreeing to them. They will help you understand your GMA, including what happens if things go wrong.**

**For more information about your GMA, see our FAQs on the HSBC Mobile Banking app (Mobile app) and on our website.**

**Effective from 18 December 2022**

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# Our agreement for the GMA

The GMA is a digital account, available through the Mobile app only. It holds money in different currencies. You must have an eligible current account in your name to open and keep a GMA.

## 1. Using your GMA

You can ask us to send you a debit card to use with your GMA through the Mobile app. If you do, we'll also give you your card details in the app. Then you can use your card as a virtual card straight away for online payments.

You can hold money in different currencies (your "**currency balances**") and make payments in those currencies. Each currency balance is part of your GMA. The currencies we can hold a balance for are listed in the Mobile app, or you can ask us.

There's no overdraft available on your GMA. You shouldn't make payments that result in a currency balance becoming negative. We'll take reasonable steps to make sure that doesn't happen. However, sometimes we might be required to make a payment even if you don't have the available funds. If we do, you must repay us as soon as possible. We may restrict access to your GMA until the relevant currency balance is back in credit.

## 2. How we'll keep in touch

We will normally contact you using the Mobile app through in-app messages, push notifications, or putting something in 'My documents'.

If you want to contact us, please use 'chat with us' on our Mobile app. If it's urgent, like reporting a lost or stolen card, please call us instead.

### 3. Statements and other information we'll give you

As this is a digital account:

- you can only get information about payments into or out of your GMA through the Mobile app
- we'll send monthly statements through the Mobile app. To ask for a paper copy of your statement use 'chat with us' on our Mobile app

### 4. Paying money into your GMA

You can pay money into your account electronically. In some cases, we may need to convert the money. What we do and when you'll be able to use the money depends how you send it. Here's how it works.

How you send the money	When you can use the money
<b>From any of your HSBC UK accounts to any of your currency balances, in the same currency</b>	Straight away.
<b>From any of your HSBC UK accounts to any of your currency balances, in a different currency</b>	Straight away. We'll convert the money using the HSBC Global Money Exchange Rate at the time you make the payment.
<b>From any HSBC UK account in another person's name or any account outside HSBC UK, in GBP</b>	Straight away.
<b>From any HSBC UK account in another person's name or any account outside HSBC UK, in a foreign currency</b>	Right after we convert the money to GBP using the HSBC Exchange Rate at the time we receive it.

You can only pay money into the GMA through electronic payments. You can't pay money into the GMA in other ways, for example, in a branch or at a cash machine.

You won't earn interest on money held in the GMA.

## 5. Making payments from your GMA

You can use your GMA only for cash withdrawals from a cash machine, debit card payments, moving money between HSBC UK accounts, and sending money (inside and outside the UK). Your Main Terms tell you how these payments work generally. But there are a few things you need to know about your GMA:



### **Using your debit card in a foreign currency**

Debit card transactions are automatically made in the local currency of the place where the merchant is located. So, for example, if you're in the UK and use your debit card for an online transaction with a merchant in the US, the payment will be made in US dollars.

If you have enough money in the currency of the transaction, we'll use that currency balance. If you don't, but you have enough money in your GBP balance, we'll convert enough money to make the payment, as follows:

- if we can hold a currency balance for that transaction currency in the GMA, we'll convert it using the HSBC Global Money Exchange Rate
- if we can't hold a currency balance for that transaction currency in the GMA, the card scheme will convert the transaction. They'll do this on the day they process it using their exchange rate. Check the exchange rate by visiting the card scheme's website



### **Moving money between GMAs**

You can make payments to another customer's GMA or move money within your own GMA using your currency balances. We'll convert your payments using the HSBC Global Money Exchange Rate.



### **Sending money within the UK**

As well as payments in GBP, you can also send money in foreign currencies within the UK. The bank receiving the money may apply their own charges. That means the person receiving the money may receive less than the amount you've sent.



### **Sending money outside the UK**

You can make instant payments to any other HSBC accounts around the world in any currency we support.

You can also make payments to accounts at other banks. Details of the currencies you can send in this way can be found in the Mobile app.

### **Sending money electronically**

If you send money in a foreign currency, how we process that transaction depends on if you have an available currency balance for that currency, with enough available funds to make the payment. If you do, we will use those funds. If you don't, we won't make the payment. You can also convert money from another currency balance to make the payment (using the HSBC Global Money Exchange Rate).

### **Reference exchange rates**

The HSBC Global Money Exchange Rate is based on the foreign currency market for each currency we offer. Details of these rates are on the Mobile app.

We can change these rates at any time. We don't give notice before we change them.

## **6. Closing your GMA**

We can end this agreement and close your GMA for the reasons set out in the Main Terms. We will also end this agreement and close your GMA if you no longer have an eligible current account with HSBC UK.

If you have money in a foreign currency at the time your GMA is closed, we'll convert the money into GBP using the HSBC Global Money Exchange Rate before we return it to you.

If you ask us to close your GMA, you must withdraw or transfer any funds before we can close it.

## Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat on our website, visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service, to find out more please get in touch. You can also visit: [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or: [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).

## hsbc.co.uk

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HSBC UK Bank plc is a company incorporated under the laws of England and Wales with company registration number 09928412. Its registered office is at 1 Centenary Square, Birmingham, B1 1HQ. HSBC UK Bank plc's registered VAT Number is GB 365684514.

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