

HSBC Insurance Aspects

Terms and Conditions

Please read this document and keep it for future reference

Effective from 1 July 2023

Contents

Summary of the HSBC Insurance Aspects Terms and Conditions	3
Charges that apply to Aspects	3
Aspects Terms and Conditions (the Terms)	4
Glossary	4
1. Aspects eligibility requirements	4
2. Aspects benefits	4
3. Explaining HSBC's Service	5
4. Making changes	5
5. Closing Aspects	6
6. Transfers	7
7. Would I receive compensation if HSBC were unable to meet its liabilities?	7
8. How to complain	7
9. The law that applies to this policy	8

Summary of the HSBC Insurance Aspects Terms and Conditions

This Summary sets out key details of HSBC Insurance Aspects (referred to as Aspects in this document) and the charges that apply. You should read it carefully together with the rest of the Terms and the separate Worldwide Travel Insurance policy, Mobile Phone Insurance policy and Motor Breakdown Assistance policy.

Aspects benefits

- Worldwide Travel Insurance (provided by Aviva Insurance Limited). Travellers must be aged under 70 when the trip starts.
- Mobile Phone Insurance (provided by Aviva Insurance Limited).
- Motor Breakdown Assistance (administered by Aviva Insurance Limited and provided by RAC Motoring Services).

Separate policy terms and conditions apply to each of the above insurances and they are all subject to eligibility. Copies are also available upon request by calling 03457 404 404 or by visiting [hsbc.co.uk/legal](https://www.hsbc.co.uk/legal).

Aspects eligibility requirements

To be eligible for Aspects you must:

1. hold an HSBC Advance Bank Account with HSBC UK Bank plc; and
2. be a UK resident¹

If you close your HSBC Advance Bank Account from which the monthly fee is paid, we will automatically close Aspects at the same time.

If you tell us that you are moving outside of the UK we will close Aspects from your date of departure.

Charges that apply to Aspects

Aspects fee

£11.95 a month.

£5.95 if all policy holders are aged 70 or above.

1. UK means the United Kingdom, the Channel Islands and the Isle of Man.

This fee will be taken from your HSBC Advance Bank Account (even if you are overdrawn).

Aspects Terms and Conditions (the Terms)

These Terms apply to Aspects together with any additional terms and conditions we tell you apply.

No one else apart from you, us and any other person you jointly hold Aspects with, will have any rights under these Terms.

Glossary

“Account” means an HSBC Advance Bank Account with us.

“Aspects” means HSBC Insurance Aspects.

“Terms” means the Aspects Terms and Conditions.

“UK” means the United Kingdom, the Channel Islands and the Isle of Man.

“We”, “us”, or “our” means HSBC UK Bank plc.

“You” or “your” means the Account holder(s) who have Aspects.

1. Aspects eligibility requirements

The eligibility requirements for Aspects are set out above.

If we close Aspects because you no longer meet the eligibility requirements, we will deduct from your Account any Aspects monthly fee that we have already told you will be deducted.

2. Aspects benefits

Aspects consists of three insurance policies (two if you are aged 70 or over) as set out above. Further terms and conditions apply to the individual insurance policies. These were provided in your pre-notification pack. Further copies are also available upon request by calling 03457 404 404 or by visiting [hsbc.co.uk/legal](https://www.hsbc.co.uk/legal).

3. Explaining HSBC's Service

Your Aspects Mobile Phone Insurance and Travel Insurance are underwritten by Aviva Insurance Limited. Your Aspects Motor Breakdown is administered by Aviva and provided by RAC Motoring Services.

HSBC UK Bank plc is authorised by the Prudential Regulatory Authority and regulated by the Financial Conduct Authority and Prudential Regulatory Authority as an insurance intermediary.

We deal exclusively with Aviva for the purposes of your policy and are permitted by the insurers to provide insurance products and sell these to you. We act as an agent of Aviva in relation to the collection of premium.

You will not receive advice or recommendation from us on this arrangement and we will not charge you a fee for arranging this contract (other than the separate monthly fee). We may receive commission dependent on the performance of our insurance business with the insurers.

Our firm reference number is 765112. Further information can be found at register.fca.org.uk.

4. Making changes

We may make changes to these Terms (including our charges and the eligibility requirements and benefits) at any time in a fair, proportionate and reasonable manner to take account of:

- any actual or proposed changes in general law or regulation;
- decisions or recommendations we have to follow such as those made by a court, regulator or the Financial Ombudsman Service;
- new industry guidance and codes of practice;
- changes in technology or other systems; and/or
- legitimate increases or reductions in the costs of providing Aspects

We may also make changes at any time in a fair, proportionate and reasonable manner for any other valid reason. We need this flexibility to change because we need to be able to manage how we provide Aspects over a long period of time and it is very difficult for us to anticipate all the circumstances when we might need to change the way the service works. If you do not like any change we make in this way, you have the right to close Aspects.

If the change is favourable to you, we will tell you within 30 days.

If the change is unfavourable to you we will tell you at least 30 days in advance.

If we provide you with notice that we are going to make an unfavourable change to these Terms, you can close Aspects before that change takes effect without charge. However we will deduct from your Account any Aspects monthly fee that we have already told you will be deducted.

5. Closing Aspects

5.1 If you want to close Aspects

You can close Aspects at any time by calling us on 03457 404 404. If you do this, all of the Aspects benefits will be withdrawn by us and it will not be possible for you to take out Aspects again. We will deduct from your Account any Aspects monthly fee that we have already told you will be deducted.

5.2 When we can close Aspects

If you close your Account from which the monthly fee is paid, we will automatically close Aspects at the same time.

We can close Aspects immediately if, at any time:

- you are, or we reasonably suspect you may be, acting fraudulently;
- you were not entitled to open your Account or take out Aspects;
- we reasonably consider that by continuing this contract we may break a law, regulation, code, court order or other duty; or we, or another HSBC Group company, may be exposed to action or censure from any government, regulator or law enforcement agency;
- you move outside of the UK; or
- you do not pay the monthly fee for HSBC Insurance Aspects

We will tell you we have done this straight away.

We can close Aspects for any other valid reason and at any time by giving you at least 30 days notice.

If we close Aspects:

- we will deduct from your Account any Aspects monthly fee that we have already told you will be deducted; and
- we will also tell you why, unless it would be unlawful for us to do so

6. Transfers

We can transfer all our rights in relation to Aspects to someone else. We can transfer all our obligations in relation to Aspects but only to someone we reasonably consider capable of performing them equally as well as us and who is authorised or recognised by our regulator. This will not reduce any of your rights in relation to Aspects.

You can't transfer any of your rights and obligations in relation to Aspects, or Aspects itself, to anyone else.

7. Would I receive compensation if HSBC were unable to meet its liabilities?

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim. Further information about the FSCS arrangements is available from them on 0800 678 1100, or by visiting their website [fscs.org.uk](https://www.fscs.org.uk).

8. How to complain

If you have a complaint about Aspects or the way in which Aspects was sold we would welcome the opportunity to investigate the situation and if necessary, set about putting matters right as quickly as possible. You can contact our Customer Service Centre at:

HSBC Customer Service Centre, BX8 1HB

Email: customer.care.team@hsbc.com.

Telephone 03457 404 404 between 8am and 10pm daily (+44 1226 261 010 if calling from overseas).

If you still aren't happy, you may be entitled to refer your complaint to the Financial Ombudsman Service.

Telephone: 0800 023 4567 or 0300 123 9123

E-mail: complaint.info@financial-ombudsman.org.uk.

Website: [financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk).

9. The law that applies to this policy

The laws of England and Wales apply to these Terms and how we dealt with you before we opened Aspects. You can take legal proceedings concerning these Terms in England and Wales or in the country where you live (if Scotland or Northern Ireland).

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, by 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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