Contact tel 03457 60 60 60 see reverse for call times Text phone 03457 125 563 used by deaf or speech impaired customers www.hsbc.co.uk

Your Statement

Account Summary	
Opening Balance	32,432.1 7
Payments In	56,900.05
Payments Out	40,855.00
Closing Balance	48,477.22
	Opening Balance Payments In Payments Out

International Bank Account Number GB10HBUK40470872314320

Branch Identifier Code HBUKGB4109S

Sortcode Account Number Sheet Number 40-47-08 72314320 512

Your Charitable Bank Account details						
Pay	ment type and details	Paid out	Paid in	Balance		
	BALANCE BROUGHT FORWARD			32,432.17		
BP	SUNU MOHAN M			,		
	Divya sijo appeal		10.00			
BP	ROY A					
	Divya Sijo Appeal		55.00	32,497.17		
CR	KINDLINK LTD					
	KINDLINK SETTLEMEN		5,922.63			
BP	DOMENIC B					
	Divya Sijo appeal		15.00	38,434.80		
CR	HMRC CHARITIES		1,255.62			
CR	GEORGE MATHEW					
	George Edathua		5.00			
CR	MATHEW MM					
	SIBY MEPRATHUMONTH		5.00			
CR	L0001					
	LUKOS		10.00			
BP	SIJO VIJAYAN					
	BRITISHMALAYALI CF	8,000.00		31,710.42		
CR	S THOMAS					
	MEMBER SUBSCRIPTIO		10.00	31,720.42		
CR	HMRC CHARITIES		1,846.75	33,567.17		
CR	MR SHAIJUMON K RAJ					
	TRUSTEE DONATION		5.00			
CR	PULICKALIL SHA S					
	SANJU S APPEAL		20.00			
CR	Shiyas Kattupparay					
	Sanju S Appeal		5.00			
	BALANCE CARRIED FORWARD			33,597.17		
	Pay. BP BP CR BP CR CR CR CR CR CR CR CR CR CR CR CR	Payment type and details BALANCE BROUGHT FORWARD BP SUNU MOHAN M Divya sijo appeal BP ROY A Divya Sijo Appeal CR KINDLINK LTD KINDLINK SETTLEMEN BP DOMENIC B Divya Sijo appeal CR HMRC CHARITIES CR GEORGE MATHEW George Edathua CR MATHEW MM SIBY MEPRATHUMONTH CR L0001 LUKOS BP SIJO VIJAYAN MEMBER SUBSCRIPTIO CR MRC CHARITIES CR STHOMAS MEMBER SUBSCRIPTIO CR MRC CHARITIES CR STHOMAS MEMBER SUBSCRIPTIO CR MRC CHARITIES CR MRC CHARITIES CR MRC CHARITIES CR MRC CHARITIES CR STHOMAS MEMBER SUBSCRIPTIO CR HMRC CHARITIES CR MR SHAIJUMON K RAJ TRUSTEE DONATION <td>Payment type and details Paid out BALANCE BROUGHT FORWARD BP BP SUNU MOHAN M Divya sijo appeal BP ROY A Divya Sijo Appeal CR KINDLINK LTD KINDLINK SETTLEMEN BP DOMENIC B Divya Sijo appeal CR HMRC CHARITIES CR GEORGE MATHEW George Edathua </td> <td>Payment type and detailsPaid outPaid outBALANCE BROUGHT FORWARDBPSUNU MOHAN M Divya sijo appeal10.00BPSUNU MOHAN M Divya sijo appeal10.00BPROY A Divya Sijo Appeal55.00CRKINDLINK LTD KINDLINK SETTLEMEN5,922.63BPDOMENIC B Divya Sijo appeal15.00CRHARC CHARITIES1,255.62CRGEORGE MATHEW George Edathua5.00CRMATHEW MM SIBY MEPRATHUMONTH5.00CRLUKOS10.00BPSUO VUAYAN BRITISHMALAYALI CF8,000.00CRSTHOMAS MEMBER SUBSCRIPTIO10.00CRMRC CHARITIES1,846.75CRMR SHAIJUMON K RAJ TRUSTEE DONATION5.00CRPULICKALLI SHA S SANU S APPEAL5.00CRShiyas Katupparay Sanju S Appeal5.00</td>	Payment type and details Paid out BALANCE BROUGHT FORWARD BP BP SUNU MOHAN M Divya sijo appeal BP ROY A Divya Sijo Appeal CR KINDLINK LTD KINDLINK SETTLEMEN BP DOMENIC B Divya Sijo appeal CR HMRC CHARITIES CR GEORGE MATHEW George Edathua	Payment type and detailsPaid outPaid outBALANCE BROUGHT FORWARDBPSUNU MOHAN M Divya sijo appeal10.00BPSUNU MOHAN M Divya sijo appeal10.00BPROY A Divya Sijo Appeal55.00CRKINDLINK LTD KINDLINK SETTLEMEN5,922.63BPDOMENIC B Divya Sijo appeal15.00CRHARC CHARITIES1,255.62CRGEORGE MATHEW George Edathua5.00CRMATHEW MM SIBY MEPRATHUMONTH5.00CRLUKOS10.00BPSUO VUAYAN BRITISHMALAYALI CF8,000.00CRSTHOMAS MEMBER SUBSCRIPTIO10.00CRMRC CHARITIES1,846.75CRMR SHAIJUMON K RAJ TRUSTEE DONATION5.00CRPULICKALLI SHA S SANU S APPEAL5.00CRShiyas Katupparay Sanju S Appeal5.00		

British Malayali Charity Foundation 9 Meyrick Road

7 January to 6 February 2024

British Malayali Charity Foundation

Account Name

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Your Statement

7 January to 6 February 2024

Account Name

British Malayali Charity Foundation

	le Bank Account details	Paid out Paid in	Balance
	BALANCE BROUGHT FORWARD		33,597.17
CR	ALEXANDER T	100.00	
CR	SANJUS APPEAL	100.00	
CK	KINDLINK LTD KINDLINK SETTLEMEN	8 120 07	
CR	KINDLINK SETTLEMEN KARUKAYIL T	8,130.07	
СК	SANJU S APPEAL	10.00	
CR	SIMON SAVIOR	10.00	
CK	Sent from Monzo	5.00	
BP	SUDHAKARAN R	5.00	
DI	Sanju S Appeal	25.00	
CR	S Kunnummal Veedu	25.00	
CK	Sanju s appeal	15.00	
CR	Amitha Cherukkunna	15.00	
en	Sanju s appeal	50.00	
CR	Remya Kuriakose	20.00	
- Chi	Sanju s Appeal	5.00	
BP	PALAGIRI S	5.00	
21	Sanju s Appeal	25.00	
CR	GEORGE B		
	SANJU S APPEAL	10.00	
CR	VIJAYAN V		
	Sanju Appeal	100.00	
BP	THOMAS J P		
	Sanju Appeal	20.00	
CR	SUDHAKARAN S		
	SANJU S APPEAL	25.00	
CR	J Jacob		
	Sanju S Appeal	10.00	
CR	RAVEENDRAN MIN R		
	SANJU S APPEAL	25.00	
CR	R Raju		
	Sanju S Appeal	20.00	
CR	Rengu Binu		
	Sent from Revolut	50.00	
BP	ARACKAL EJ		
	Sanju s Appeal	10.00	
CR	Mathew Biju		
	SANJUS APPEAL	10.00	
BP	CHANDRIKA S		
	Sanju S Appeal	5.00	
CR	Ajit Kochukunju Wi		
	Sanju Appeal	10.00	
CR	S Jacob		
	Sanjus appeal	25.00	
	BALANCE CARRIED FORWARD		42,282.24

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Your Statement

7 January to 6 February 2024

Account Name

British Malayali Charity Foundation

ate	Iuy	ment type and details	Paid out Paid in	Balance
	~~~	BALANCE BROUGHT FORWARD		42,282.24
	CR	GEORGE J	10.00	
	CD	SANJU S APPEAL	10.00	
	CR	J Joseph	50.00	
	CR	Sanju s appeal S Lukose	50.00	
	СК		50.00	
	CR	Sanju's Appeal A Thomas	50.00	
	СК	Sanju s appeal	10.00	
	CR	M Antony	10.00	
	CK	Sanju s appeal	10.00	
	CR	JOSEPH M	10.00	
	CK	Sanju s appeal	25.00	
	CR	B Joseph	25.00	
	CR	Sanju s	20.00	
	CR	D Jacob	20.00	
	en	Sanjus appeal	5.00	
	BP	ANTONY M	5.00	
	DI	Sanju s Appeal	25.00	
	CR	J Stephen	10.00	
	CR	VANDAKATHIL RA H		
		SANJUS APPEAL	10.00	
	BP	VATTAPARAMB		
		Sanju s appeal	50.00	
	CR	Jisha Siju		
		Sent from Monzo	10.00	
	BP	JOY V		
		Sanju s appeal	20.00	
	CR	S Vadakkan Kuriako		
		Sanju S Appeal	50.00	42,637.24
Jan 24	CR	RAJU A		
		SANJU S APPEAL	100.00	
	BP	GEORGE S		
		Sanju S Appeal	10.00	
	BP	Mones J		
		Sanjus Appeal	20.00	
	CR	JACOB A		
		SANJUS APPEAL	20.00	
	CR	PAULSON MENACHERY		
		SANJU APPEAL	10.00	
	CR	A Muthalif		
		Sanjus Appeal	10.00	
	BP	JOSEPH J		
		Sanjay S Appeal	15.00	
		BALANCE CARRIED FORWARD		42,822.24

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Your Statement

## 7 January to 6 February 2024

### Account Name

British Malayali Charity Foundation

	ble Bank Account details yment type and details	Paid out Paid in	Balance
	BALANCE BROUGHT FORWARD		42,822.24
BP	DAISYMOL D		
	Sanju appeal	10.00	
BP	THOMAS J		
	Sanju s appeal	13.00	
BP	PANAKK H P		
	Sanju s Appeal	10.00	
CR	Jijo Skaria		
	Sanju s Appeal	10.00	
CR	VARUGHESE KK		
	SANJUS APPEAL	25.00	
CR	NORMAN M		
	SANJAY APPEAL	10.00	
BP	NISHAD PULIN		
	Sanju s Appeal	10.00	
BP	JACOB TK		
	Sanju S Appeal	20.00	
CR	Nishal Vallanthy		
	Sent from Monzo	10.00	
CR	M Raju		
	Sanju's Appeal	20.00	
CR	Sajimon Skariah		
	Sanju Appeal	10.00	
CR	S Thuruthiyil-Paul		
	Sanju s Appeal	25.00	
CR	MATHEW A		
	SANJUS APPEAL	33.00	
BP	Sebastian A		
	Sanju appeal	50.00	
CR	GOPALAKRISHNAN S		
	SANJU S APPEAL	10.00	
BP	PILLAI VPR&G		
	SanjusAppeal	100.00	
CR	S Cyriac		
	Sanju S Appeal	10.00	
CR	Any Paul		
	Sanju's appeal	20.00	
BP	Bonnybull tr		
	sanju s appeal	50.00	
CR	Vrinda Karuvancher		
- Ch	Love and Prayers	20.00	
BP	GEORGE B	20.00	
Di	Sanju	20.00	
BP	ANTONY MARTI	20.00	
DI	Sanju s Appeal	20.00	
		20.00	12 220 24
	BALANCE CARRIED FORWARD		43,328.24

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Your Statement

## 7 January to 6 February 2024

### Account Name

British Malayali Charity Foundation

ate	Pay	ment type and details	Paid out	Paid in	Balanc
	CR	BALANCE BROUGHT FORWARD A Anilkumar			43,328.2
		Sanju's appeal		15.00	
	CR	MATHEW JB			
		Sanju S Appeal		10.00	
	CR	GOPI SN			
		SANJU S APPEAL		40.00	
	CR	Jerin Puthenkalapu			
		Sent from Revolut		25.00	
	CR	Thushara Mohan			
		Sanju S appeal		90.00	
	CR	Remya Raju			
		Sanju s Appeal		10.00	
	CR	AYKERAMEPURATHU SA			
		Sanjus Appeal		25.00	
	CR	Christo Cyriac			
		Sanju s appeal		20.00	
	CR	JOSE K			
		SANJU APPEAL		10.00	
	CR	C Johnson		20.00	
	CR	ASHITHA MANAKKADAN		5.00	
	BP	SIJO VIJAYAN			
		BRITISHMALAYALI CF	10,000.00		
	CR	Sherin Kattakal Ul			
		Sanju s appeal		15.00	33,613.2
3 Jan 24	CR	B Kallarakkal Papp			
		Sanjus appeal		50.00	
	CR	Sanjus appeal			
		Sanjus appeal		20.00	
	CR	JAMES S			
		SANJU S APPEAL		20.00	
	CR	Baby Tijomon			
		SANJU S APPEAL		10.00	
	CR	U Thalayanakandath			
		Sanjus Appeal		15.00	
	CR	P Omanakuttan		10.00	
	CR	JIJI THOMAS B			
		SANJU S APPEAL		10.00	
	CR	M Santusmary			
		Sanju s Appeal		5.00	
	BP	CLINSMAN C BABU			
		RENY CLINSMAN	1,000.00		32,753.2
Jan 24	CR	HMRC CHARITIES	·	27.50	,
	CR	A Joy Thekkel			
		Sanju S Appeal		20.00	
		BALANCE CARRIED FORWARD			32,800.7

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## 7 January to 6 February 2024

### Account Name

British Malayali Charity Foundation

## Your Statement

Sortcode	Account Number	Sheet Numbe
40-47-08	72314320	517

Date	Payn	ent type and details	Paid out	Paid in	Balance
		BALANCE BROUGHT FORWARD			32,800.74
	CR	Sherin Kurian		10.00	
	CR	Sanju s Appeal Allen Jacob		10.00	
	СК	Sanju s Appeal		25.00	
	CR	Neeba Kaippilli Ch		23.00	
	СК	Sanju S Appeal		35.00	32,870.74
22 Jan 24	CR	VIJAYAN V		55.00	52,670.74
22 Juli 24	CR	Sanju APPEAL		50.00	
	CR	SIVARAJAN J		50.00	
	en	SANJU S APEAL		20.00	32,940.74
23 Jan 24	BP	Seethu Sebasian			,,
		Sanju S Appeal	7,500.00		
	CR	KINDLINK LTD	.,		
		KINDLINK SETTLEMEN		14,847.04	40,287.78
24 Jan 24	CR	HMRC CHARITIES		641.50	40,929.28
25 Jan 24	CR	HMRC CHARITIES		53.89	
	CR	HMRC CHARITIES		515.25	
	CR	HMRC CHARITIES		1,275.00	
	CR	HMRC CHARITIES		2,493.25	
	CR	SHINE			
		Shine P		10.00	45,276.67
27 Jan 24	DR	TOTAL CHARGES			
		TO 05JAN2024	5.00		45,271.67
30 Jan 24	CHQ	200694	250.00		
	CR	KINDLINK LTD			
		KINDLINK SETTLEMEN		15,737.06	60,758.73
31 Jan 24	CHQ	200693	500.00		
	CR	FRANCIS TELFORD			
	CD	Antony F & M		10.00	
	CR	BIJI JOSE		10.00	
	DD	From Biji Jose		10.00	
	BP	Seethu Sebasian	10,000.00		50 079 72
01 Feb 24	CR	Sanju S Appeal TOMICHENKOZHUVANAL	10,000.00		50,278.73
01 Feb 24	СК	MUNDUPALA MV		10.00	
	CR	TRUSTEES		10.00	
	CK	SKARIAH S NPB		10.00	
	CR	GEORGE C		10.00	
	- Cir	NO REF		10.00	
	CR	SURESHKUMAR MANGAT		10.00	
		SURESH		5.00	
	BP	Seethu Sebasian			
		Sanju S Appeal	3,600.00		46,713.73
		BALANCE CARRIED FORWARD			46,713.73

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Your Statement

## 7 January to 6 February 2024

### Account Name

British Malayali Charity Foundation

Your Ch Date		le Bank Account details ment type and details	Paid out Paid in	Balance
		BALANCE BROUGHT FORWARD		46,713.73
03 Feb 24	BP	ANTONY MARTI		
	~~	Jibin Jacob Appeal	25.00	
	CR	SEBASTIAN S	25.00	
	DD	Jibin Jacob Appeal	25.00	
	BP	RANJITH S	25.00	
	BP	Jibin Jacob Appeal MATHEW J	25.00	
	Dr	Jibin Jacob Appeal	10.00	
	BP	Sebastian A	10.00	
	DI	Jibin	50.00	
	CR	C Sebastian	50.00	
	CK	jibin jacob Appeal	10.00	
	BP	SUDHAKARAN R	10.00	
		Jibin Jacob Appeal	20.00	
	CR	JOSPEH A K		
		JIBIN JACOB APPEAL	10.00	
	CR	OUSEPH SP		
		JININ JACOB APPEAL	50.00	
	CR	J Varghese		
		Jibin JacobAPEAL	10.00	
	CR	Thomas Kannattukal		
		Jibin jacob Appeal	5.00	
	CR	Bonia James		
		Jibin jacob	25.00	
	BP	MURALIEE		
		Jibin Jacob Appeal	10.00	
	BP	PAULOSE R		
		Jibin Jacob Appeal	50.00	
	CR	K Fernandez		
		jibin jacob appeal	100.00	
	CR	Ramya Judy		
	<b>GD</b>	Jibin Jacob appel	10.00	
	CR	GEORGE B	10.00	
	CD	JIBIN J APPEAL	10.00	
	CR	JOHN JIJI	5.00	
	BP	JIBIN APPEAL Mankavi S&R	5.00	
	DP	Jibin Jacob Appeal	25.00	
	CR	Soykutty Mathew	25.00	
	CK	Jibin jacob appeal	100.00	
	BP	JOSE A	100.00	
	51	help jibin	10.00	
	BP	ARACKAL EJ	10.00	
	21	Jibin Jacob Appeal	25.00	
		BALANCE CARRIED FORWARD		47,323.73

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Your Statement

## 7 January to 6 February 2024

### Account Name

British Malayali Charity Foundation

Date	Pay	ment type and details	Paid out	Paid in	Balance
		BALANCE BROUGHT FORWARD			47,323.73
	CR	JOSEPH J			,
		JIBIN JACOB APPEAL		10.00	
	CR	Baby Tijomon			
		JIBIN JACOB APPEAL		10.00	
	CR	Punnoose Kandathil			
		Jibin Jacob appeal		10.00	
	CR	Sonia Sunil		5.00	
	CR	VIJAYAN V			
		Jibin Jacob Appeal		20.00	
	CR	J Mathew			
		jibin Jacob appeal		50.00	47,428.73
04 Feb 24	BP	THOMAS J P			
		Jibin Jacob Appeal		20.00	
	CR	JOY L			
		JIBIN JACOB APPEAL		5.00	
	BP	NISHAD PULIN			
		Jibin jacob Appeal		10.00	
	BP	JOSEPH S			
		Jibin jacob Appeal		20.00	
	CR	J Islander		25.00	
	CR	RAVEENDRAN MIN R			
		JOBIN JACOB APPEAL		10.00	
	CR	SUDHAKARAN S			
		JIBIN JACOB APPEAL		15.00	
	BP	ANATHARACKAL			
		Jibin Jacob Appeal		20.00	
	BP	THOTTARATH S			
		Jibin Jacob Appeal		10.00	
	BP	NEENU GEORGE			
		Jibin Jacob Appeal		50.00	
	CR	L Thomas			
		Jibin Jacob Appeal		100.00	
	CR	ALPHONSEMARY JACOB			
		Jibin Jacob appeal		20.00	
	CR	Reena Narothukudy			
		Sent from Monzo		20.00	
	CR	PUNNUSE MK			
		JIBIN JACOB APPEAL		25.00	
	BP	OMANAK&KAN NA			
		jibin jacob appeal		25.00	
	BP	ROY A			
		Jibin JacobAppeal		50.00	
	CR	R Daniel			
		Jibin jacob Appeal		10.00	
		BALANCE CARRIED FORWARD			47,863.73

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Your Statement

### 7 January to 6 February 2024

Account Name

British Malayali Charity Foundation

SortcodeAccount NumberSheet Number40-47-0872314320520

YOUF CD		le Bank Account details ment type and details	Paid out Paid in	Balance
	BP	BALANCE BROUGHT FORWARD Global Money GMA		47,863.73
		JIBIN JACOB APPEAL	10.00	
	CR	JACOB MEKKARA VARG	5.00	
	BP	GEORGE L		
		Jibin Jacob Appeal	10.00	
	CR	Annmaria Binny		
		Jibin Jacob Appeal	50.00	
	CR	KUPPACKAL J		
		JIBIN JACOB APPEAL	25.00	
	BP	KANDARAPALLI		
		Jibin Jacob Appeal	25.00	
	CR	MATHEW J		
		Jibin jacob appeal	20.00	
	CR	SCARIA S		
		JIBIN JACOB APPEAL	10.00	48,018.73
)5 Feb 24	BP	Sibi&Punnose		
		Jibin Jacob appeal	30.00	
	CR	A EDAKKARA		
		AJIMON EDAKKARA	5.00	
	CR	GEORGE & JIMMY		
		JIMMY GEORGE	5.00	
	CR	BC TRUSTEE PAYMENT		
		CHANDY B	5.00	
	CR	SHINU TRUSTEE		
		MATHEWSSC	10.00	
	CR	Vijayanandanpappac		
		JIBIN	20.00	
	CR	GEORGE D		
		JIBIN JACOB APPEAL	100.00	
	BP	TROYMON FRAN		
		jibin jacob	50.00	48,243.73
)6 Feb 24	BP	KOONATHAN PS		
		jibin jacob appeal	30.00	
	CR	KINDLINK LTD	50.00	
	en	KINDLINK SETTLEMEN	203.49	48,477.22
06 Feb 24		BALANCE CARRIED FORWARD	200.17	48,477.22
00 I'CU 44		DALAIVE CARNED FURWARD		

### Information about the Financial Services Compensation Scheme

Most deposits made by HSBC Business customers are eligible for protection under the Financial Services Compensation Scheme (FSCS). For further information about the compensation provided by the FSCS, refer to the FSCS website at fscs.org.uk, call into your nearest branch or call your telephone banking service. Further details can be found on the FSCS Information Sheet and Exclusions List which is available on our website (hsbc.co.uk/fscs/).

### Interest

Credit Interest is calculated daily on the cleared credit balance and is paid monthly if applicable (this is not paid on all accounts, eg, Basic Bank Account, Bank Account and HSBC Advance). For personal current accounts (excluding Premier and Jade by HSBC Premier) overdraft interest is only charged on arranged overdrawn balances. Debit interest is calculated daily on the cleared debit balance of your account, it accrues during your charging cycle (usually monthly) and is deducted from your account following the end of your charging cycle.

## Effective from 1 August 2017

### Monthly cap on unarranged overdraft charges

1. Each current account will set a monthly maximum charge for:

(a) going overdrawn when you have not arranged an overdraft; or

(b) going over/past your arranged overdraft limit (if you have one).

2. This cap covers any:

(a) interest and fees for going over/past your arranged overdraft limit;

(b) fees for each payment your bank allows despite lack of funds; and

(c) fees for each payment your bank refuses due to lack of funds.

The monthly cap on unarranged overdraft charges for the Bank Account, Current Account, Home Management Account, HSBC Advance Bank Account and Graduate Bank Account is £80.

The monthly cap on unarranged overdraft charges is not applicable to Bank Account Pay Monthly, Basic Bank Account, Student Bank Account, Amanah Bank Account and MyAccount as these accounts do not incur unarranged overdraft charges.

The introduction of the Monthly Maximum Charge will not affect any charging period that ended prior to 1st August 2017. Any notification of charges that are generated on or after 1st August 2017 will incorporate the new Monthly Maximum Charge cap.

### The following references regarding debit cards only apply to personal customers, commercial customers please refer to your terms and conditions.

#### Your debit card

When you use your card abroad, your statement will show where the transaction took place, the amount spent in local currency and the amount converted into sterling. We also monitor transactions to protect you against your card being used fraudulently.

Unless you agree that the currency conversion is done at the point of sale or withdrawal and agree the rate at that time, for example with the shopkeeper or on the self-service machine screen, the exchange rate that applies to any non-sterling debit card payments (including cash withdrawals) is the VISA Payment Scheme Exchange Rate applying on the day the conversion is made.

For non-Sterling (foreign currency) transactions we will charge a fee of 2.75% of the amount of the transaction. This fee will be shown as a separate line on your statement as a 'Non-Sterling Transaction Fee'.

HSBC UK Bank plc

Registered in England and Wales with registration number 09928412 Registered office: 1 Centenary Square, Birmingham B1 1HQ, United Kingdom

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Details of the current VISA Payment Scheme Exchange Rates can be obtained from the card support section of hsbc.co.uk (UK customers) or ciiom.hsbc.com (Channel Islands and Isle of Man customers) or by calling us on the usual numbers. We will deduct the payment from your account once we receive details of the payment from the card scheme, at the latest, the next working day.

For cash machine withdrawals in a currency other than sterling we will charge a Non Sterling Cash Fee of 2% (minimum £1.75, maximum £5). This fee applies to all cash machines outside the UK, Channel islands and the Isle of Man and to cash machines in the UK, Channel Islands and Isle of Man if we convert the withdrawal to Sterling for you. HSBC Advance customers are exempt from this fee.

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

#### **Recurring Transaction**

A recurring transaction, sometimes called a continuous payment authority, is a series of payments collected with your agreement from your card by a retailer or supplier (for example, insurance cover). This is an agreement between you and the retailer. The Direct Debit Guarantee does not cover these transactions. If you wish to cancel a recurring transaction you can do this with the retailer or us. We can cancel the payment, however contacting the retailer allows you to also deal with the agreement you have with them and you can make other arrangements for the payment or cancellation of the goods or services. If you cancel with the retailer, we recommend you keep evidence of the cancellation. Once you have cancelled with the retailer or us, if the retailer does try to collect any future payments under the recurring transaction agreement, we will treat these as unauthorised. If we miss any of the cancelled transactions, please contact us.

## The following references apply to all customers **Dispute resolution**

If you have a problem with your agreement, please try to resolve it with us in the first instance. If you are not happy with the way in which we handled your complaint or the result, you may be able to complain to the Financial Ombudsman Service. If you do not take up your problem with us first you will not be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman.

The Financial Ombudsman Service does not apply to customers of our branches in the Channel Islands and Isle of Man, but you could be entitled to refer your complaint to the Channel Islands Financial Ombudsman in Jersey or Guernsey or the Financial Services Ombudsman Scheme in the Isle of Man. Please contact your branch for further details.

#### **Telephone Banking Service**

Customer representatives are available from 8am – 10pm everyday and 24 hours a day for HSBC Advance customers. Calls may be monitored or recorded for quality purposes. Alternatively for all your banking needs go to **hsbc.co.uk** (UK customers) or **ciiom.hsbc.com** (Channel Islands and Isle of Man customers).

#### **Disabled Customers**

We offer a number of services such as statements in Braille or large print. Please contact us to let us know how we can serve you better.

#### Lost and stolen cards

If any of your cards issued by us are lost or stolen please call our 24-hour service immediately on **03456 007 010** or if you are calling from abroad, please call us on **44 1442 422 929**.