

HSBC and You

HSBC Banking Guide



HSBC

Together we thrive

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When you open an account with us, the questions we ask and the information we obtain will help us get to know you and your banking needs.

To ensure we really understand you, we need to know:

- Who you are and where you live
- Where your money comes from
- How you will use your accounts

Building our relationship

We understand that our customers are diverse and their banking needs unique, and identification documents are personally tailored depending on a variety of factors. Below is a snapshot of verification points and possible documents that we may request from you (please note this is a sample and not an exhaustive list, consultation with an HSBC representative is recommended).

Verification points:

- Full name
- Date of birth
- Current residential address
- Nationality or citizenship
- Original Government issued identification

Verification documents¹:

- Government issued passport²
- National ID card or driver licence²
- Bank statements³ (within 3 months)
- Utility bills³ (within 3 months)
- Local authority or Government issued letter (within 12 months)

A document or combination of documents must be presented to satisfy **all** of the above verification points.



HSBC – A global participant

As a global bank, HSBC also engages with taxation initiatives outside of the domicile country, and additional information may be requested prior to commencement of a relationship.

HSBC engages globally with the following initiatives:

- **Common Reporting Standard⁴:** To help fight against tax evasion and protect the integrity of tax systems, governments around the world are introducing a new information-gathering and reporting requirement for financial institutions. Under the CRS, we are required to determine where you are “tax resident”; should you have any foreign tax residency, we may request additional information.
- **FATCA⁴:** A United States initiative to counter tax evasion in the US, HSBC plays a key role in accurately reporting US Persons banking outside the US. HSBC is proud in our commitment to be fully FATCA compliant in all jurisdictions in which we operate.

New to Australia?

Settling into a new country is not easy, but that doesn't have to be the experience for setting up your local banking. If you have recently arrived in Australia, you may not be able to immediately provide the typical **address verification documents** that permanent Australian residents have access to. Personalised and practical solutions can be explored by speaking with an HSBC representative, however here are a few examples that may help:

- A letter from your employer⁶
- A residential property/residential serviced apartment lease agreement⁷
- An Australian Taxation Office (ATO) notice letter⁸
- If you are an international university student, a letter or notice issued by an Australian University or TAFE College⁹



Getting to know you

HSBC is committed to knowing our customers and as such, we may ask additional questions and request additional documents (the below is not an exhaustive list).

Additional information

- Why you want to open an account?
- How much you expect to deposit initially and ongoing?
- Your current employment status
- Your employer's address and phone number
- Your Australian Tax File Number⁵
- Your country of birth

Additional documents

- Employment contracts
- Payslips
- Sales contracts

Real people, real service

Once your account is opened, our dedication to providing tailored and personal service relies on us having the most up-to-date information.

From time to time, we may contact you to ask you to:

- Confirm or update your existing details
- Provide new information
- Come into the branch with original documents



For more information:

Go to [hsbc.com.au](https://www.hsbc.com.au)

Visit your local branch

Call 1300 308 008

Important information

Issued by HSBC Bank Australia Limited ABN 48 006 434 162. AFSL/Australian Credit Licence 232595. Terms, conditions, fees, charges, and HSBC lending criteria apply.

1. Documents must be provided as originals or certified by an authorised referee.
2. Documents must contain full name of applicant and be valid at time of presentation.
3. Documents must contain full name of the applicant and full address.
4. More information of these global initiatives can be found at (respectively): <http://www.crs.hsbc.com/> & <http://www.fatca.hsbc.com/en/rbwm/australia>
5. Providing a TFN isn't mandatory for account opening purposes, however the maximum tax withholding limit may be applied to all interest accrued within your HSBC accounts without a valid entry.
6. Printed on the company letterhead recording your full name and residential address and issued within the preceding 3 months. The company must hold sponsorship accreditation from the Australian Department of Home Affairs or an equivalent Authority.
7. Issued by a real estate agent or serviced apartment.
8. Issued to you within the preceding 12 months and showing your Tax File Number.
9. Printed on the Australian University or TAFE College's letterhead recording your attendance and issued within the preceding 3 months.

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