

Request for Access to Personal Information

If you require assistance on how to complete this form please call <https://www.hsbc.com.au/help/contact/>

This form is to be used by individuals requesting access to their own personal information held by HSBC Bank Australia Ltd ('HSBC').

For joint account-holders, each individual must complete this form in order to access their own personal information.

In many instances, our staff will be able to provide you with access to personal information without the need to complete this form. You should discuss your request with a staff member.

We may contact you to verify your identity before providing access or making changes to your personal information.

This form is not to be used to request copies of transactional information such as statements, internal policies, disclosure documents or card vouchers.

Please read HSBC's Privacy Policy to understand how we collect, store, use and disclose any personal information, available on our website at www.hsbc.com.au/privacy-policy/.

Email the completed form to: **Information Access Requests Team, HSBC Bank Australia Limited**
infoaccess@hsbc.com.au

Post the completed form to: **Information Access Requests Team, HSBC Bank Australia Limited**
GPO Box 5302, Sydney NSW 2001

REQUESTOR'S DETAILS

Title First name(s) Surname

Date of birth / /

Current Residential Address (cannot be a PO Box)
 Postcode

Home Phone Number () Work Phone Number () Mobile Phone Number

Email Address

Account Number Credit Card Number (16 digits)

Product / Service Type:

REQUEST TO ACCESS PERSONAL INFORMATION

Please note that personal information collected by HSBC may not necessarily be available for access, and there may be other reasons (based on the law) why we cannot give you access in which case we may not be able to provide you with the specific reason.

Please specify the personal information you would like to access or correct (e.g. request a copy of our Privacy Policy, change to transaction/loan documents, access mortgage application document). **Please provide as much detail as you can to assist us in locating your information.**

COST OF ACCESS

There is no fee for making a Request for Access to Personal Information. However, there may be occasions where we need to apply a reasonable charge to cover costs of providing access such as archive retrieval, staff time, postage and materials. We will let you know in advance if any charges apply and will provide an estimate in advance so you can decide whether you wish to proceed.

PROVIDING ACCESS

We will endeavour to respond to your request within 30 days of receiving your access request. Depending upon the nature of the request, this may take longer. We will advise you if we require more time.

Method of receipt: Email Mail

Documents will only be sent to the registered email or postal address on your account.

DECLARATION AND AUTHORITY

I acknowledge:

- I am the individual referred to in this Request and that all of the personal information about me is true, complete and correct and has been provided to HSBC to enable them to respond to my request;
- Information will be provided to me in a format HSBC considers most appropriate.
- HSBC may not be able to provide all or may only provide part of the information requested.

Requestor's Signature

Date

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Office Use Only

SV <input type="checkbox"/>	Checking officer name	Signature	Date	/	/
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