Global Wallet Additional Conditions

1 November 2025

FM249_11/25 - GLOBAL WALLET ADDITIONAL CONDITIONS 1 NOV 2025

HSBC Innovation Banking

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Global Wallet Additional Conditions

Effective from 1 November 2025

These Additional Conditions will apply in addition to the Relationship Terms and your main account Terms and Conditions.

If there's any conflict between these Additional Conditions, the Relationship Terms and your main account Terms and Conditions the following order of priority applies:

- first, these Additional Conditions;
- next, the Terms and Conditions for your business accounts and related services, and
- finally, the Relationship Terms.

You can find information on the charges that apply to the Global Wallet Service in your Global Wallet Price Plan.

What is Global Wallet?	The Global Wallet service allows you to hold money in multiple currencies; making it quicker and more cost effective for you, or users with permission, to make and receive payments in those currencies and avoid deductions of correspondent or intermediary bank fees. You should refer to the HSBC Global Wallet Guide for up-to-date information about the functionality of the service and currencies available, as they may be updated from time to time.
Getting access	Your Global Wallet account(s) can only be accessed and operated through user permissions you've set up in HSBCnet. To set up Global Wallet, you'll need: • an HSBC Innovation Banking GBP Current Account, and • access to HSBCnet.
Using Global Wallet	The Global Wallet service is accessed through your HSBCnet logon credentials. It can't be accessed through a branch or any other HSBC Innovation Banking online services. The Global Wallet service and your Global Wallet account(s) may only be used in line with the legal requirements relevant to the country you're transacting in. We don't treat Global Wallet like a physical bank account. This means you can't make cash payments or withdrawals, write or deposit cheques and you won't be issued a debit card. Please refer to the HSBC Global Wallet Guide for the principles of making cross border payments and transferring funds to and from your Global Wallet.
Funding and withdrawing funds	You can only fund your Global Wallet account(s) by making a transfer through HSBCnet from one of your other HSBC Innovation Banking accounts linked to the same business. To withdraw money, funds must be transferred to an HSBC Innovation Banking account that's linked to your business. If the transfer between accounts requires a currency exchange, we'll use HSBC Get Rate. This will provide a real time exchange rate, which you can accept or decline at the point of transfer.
Payments out	You, or users with permission, can make payments using our Pay Local service to countries where we make the Global Wallet service available. Where the Pay Local service isn't available, you can use your Global Wallet account(s) to make SWIFT payments. Please refer to the HSBC Global Wallet Guide for more information, including in-scope countries for Pay Local payments and SWIFT.

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Insufficient funds	You, or users with permission, can only make a payment from a Global Wallet account using cleared funds. We won't process payment instructions where there are insufficient available funds. If operational reasons mean we're unable to prevent a charge or payment for which there are insufficient funds, we'll treat this as an unarranged overdraft and you must fund the account with any overdrawn amount immediately on demand.
Payments in	You can receive payments into your Global Wallet account(s) from third parties using our Receive Local service or SWIFT. Please refer to the HSBC Global Wallet Guide for more information including in-scope currencies. For the avoidance of doubt, in-country bank details aren't treated the same as a bank account. To receive payments, we'll provide you with in-country bank details on screen which are available in channel and are mandatory for the payment to be credited to your Global Wallet. This will enable payers to transfer funds through local payment methods, where we make the Global Wallet service available. In some instances, such as where the payer hasn't provided required address information, or there are limitations within the payment system, we may ask you to provide additional information before we can process the payment and credit your account. Incoming payments to Global Wallet accounts must include the HSBC Innovation Bank Limited reference, 'IVB UK', in front of the company name in the Beneficiary or Payee name field. For example 'IVB UK - Company Name'. If the beneficiary/payee information on the payment is not formatted in this way, the payment will be rejected and automatically returned.
Interest	No interest will be paid to you on balances held in your Global Wallet account(s). For any Global Wallet account where the credit interest rate goes below zero, we may charge you interest on the money in the account.
Transaction listings and statements	You can view your Global Wallet account(s) transactions and charges through HSBCnet, depending on how you access the service. We'll also provide an electronic monthly account statement in a downloadable PDF. You'll find this within Global Wallet, under the Composite Statements tab. **You must inform HSBC Innovation Banking promptly of any unusual or unauthorised transactions.**
Fees and Charges	Your HSBCNet Primary User must set up an International Payments Limits for each user to make payments using Global Wallet. Charges related to the International Payments service and Global Wallet service can be found in the HSBC Innovation Banking Business Price List. Charges will be applied one month in arrears. We may send you an invoice from time to time for any charges up to and including the invoice date. The invoice amount will be collected from an account previously nominated for HSBCnet. We will not accept settlement of your invoice from one of your Global Wallet accounts.
Closing your account	To close your Global Wallet account(s) the balance must be zero. If you choose to withdraw funds and close your Global Wallet account(s), any currency exchange will be made using the HSBC Get Rate real time exchange rate. If we terminate or withdraw your HSBCnet profile, your Global Wallet service linked to this will also be terminated. If we have to close your Global Wallet account(s) for any reason, then any currency exchange applied will be consistent with the HSBC Get Rate real time exchange rate.
Right to review and amend offer	HSBC Innovation Banking reserves the right to review, amend, or withdraw any offer, product, or service at its sole discretion. This may include circumstances where market conditions, regulatory requirements, operational or other factors require changes to the terms of the offer. Any amendments will be communicated to you in accordance with applicable laws and regulations. Where required, reasonable notice will be provided prior to implementing such changes. Continued use of the HSBC Innovation Banking's services after notification of changes constitutes acceptance of the revised terms.

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