

# HSBC bank statement walkthrough

A financial capability resource



**citizens  
advice**

**Walking through an HSBC bank  
statement**

## **This resource has been produced as part of Citizens Advice Financial Skills for Life**

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## Introduction to a 'Walkthrough' resource

This walkthrough is to provide a resource that allows advisers to discuss a particular bill or contract with a client, using a real-world example provided for that specific purpose.

Advisers are welcome to provide tailored information to the client at their own discretion, and are recommended to attend our separate training course '**integrating financial capability into advice**'.

### How to use this Walkthrough

The walkthrough consists of a sample HSBC bank statement – taken from a **real source** – and with advisers notes provided.

Advisers can provide the full statement to their client – attached at the end of this document – and then discuss it with them in as much depth as they need.

Notes of points to discuss are highlighted in the adviser's notes.

**Your clients statement doesn't look like this one?** – Don't worry, there's nothing wrong with their statement or this walkthrough. Banks occasionally change the structure and layout of their statements. Not only that, they often do this in *phases* so that – at any given time - customers in some parts of the country might have statements that look different to the statements for customers in other parts of the country. If your clients statement looks different to this one, you can still talk through the main points of it with them.

**Trainers are encouraged to feedback to the Financial Skills for Life team with any feedback about training materials or resources.**

If you have any comments, please contact:  
[financial.skills@citizensadvice.org.uk](mailto:financial.skills@citizensadvice.org.uk)

# HSBC bank statement Walkthrough – Page One

**HSBC put their logo here.**

**HSBC keep their general contact details in this corner. Their accounts also come in three types, and will be marked here: HSBC, HSBC Advance and HSBC Premier.**

**This is where the clients name and address is.**

**This states the account holders name (both people for joint accounts) and states the date range the statement is for.**

**This is a summary of all the transactions on the account for the statement period!**

**All personal bank details are here: the IBAC, BIC, sort code and account number. A client needs to keep this very very safe!**

**This is the address of the branch that the client was originally opened at. This doesn't change, even if the client moves somewhere else and uses a different branch, or even if the branch closes!**

**Here is the essence of the statement: the dates, the types of payments, the reasons for them, and the amounts, with a running total on the right.**

<b>HSBC</b>		<b>HSBC Advance</b>													
Mr Sample 123 Sample Street Anytown AT1 B23		Contact tel 03457 404 404 and reverse for call lines Text phone 03457 125 563 used by deaf or speech impaired customers <a href="http://www.hsbc.co.uk">www.hsbc.co.uk</a>													
23 July to 10 August 2017		Your Statement													
Account Name Mr Thomas Sample		<table border="1"> <tr><th colspan="2">Account Summary</th></tr> <tr><td>Opening Balance</td><td>970.00</td></tr> <tr><td>Payments In</td><td>1.50</td></tr> <tr><td>Payments Out</td><td>680.99</td></tr> <tr><td>Closing Balance</td><td>290.51</td></tr> <tr><td>Overdraft Limit</td><td>1,300.00</td></tr> </table>		Account Summary		Opening Balance	970.00	Payments In	1.50	Payments Out	680.99	Closing Balance	290.51	Overdraft Limit	1,300.00
Account Summary															
Opening Balance	970.00														
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Overdraft Limit	1,300.00														
International Bank Account Number GB23MIDL04123912345678		Sortcode 04-12-99													
Branch Identifier Code MIDLGB6211F		Account Number 12345678													
Sheet Number 530															
<b>Your HSBC Advance details</b>															
Date	Payment type and details	Paid out	Paid in	Balance											
22 Jul 17	BALANCE BROUGHT FORWARD			970.00											
24 Jul 17	DD WESSEX WATER	46.91		923.09											
25 Jul 17	ATM CASH HSBC JUL25 ANYTOWN QN 1@14 22	40.00		883.09											
31 Jul 17	CR AMAZON MEDIA EU SA		0.26												
	CR AMAZON MEDIA EU SA		0.37	884.59											
01 Aug 17	DD ANYTOWN CO SO LOCAL GYM	77.00													
	SO ROBERT SMITH	28.00													
02 Aug 17	DD ORANGE MR SAMPLE - RENT	350.00		429.59											
03 Aug 17	ATM CASH HSBC AUG03 ANYTOWN QN 1@15 21	8.66		420.91											
05 Aug 17	ATM CASH HSBC AUG05 ANYTOWN QN 1@11 25	50.00		370.91											
07 Aug 17	DD VIRGIN MEDIA PYMTS	30.00		340.91											
	DD PAYPAL PAYMENT	1.45													
	DD PAYPAL PAYMENT	16.70		290.51											
10 Aug 17	BALANCE CARRIED FORWARD			290.51											

# HSBC bank statement Walkthrough – Page Two

This page is full of various small print, as well terms and conditions. It can seem quite daunting, but unless the client has a specific need to go through it they should not let it worry them. Advisers can always go online to find more information to expand this if they wish.

**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. Debt 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.

**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'.

Details of the current VISA Payment Scheme Exchange Rates can be obtained from the card support section of [hsbc.co.uk](http://hsbc.co.uk) 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 every day 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](http://hsbc.co.uk).

**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.

HSBC Bank plc  
Registered in England and Wales with registration number 14269  
Registered office: 8 Canada Square London E14 5HO

This is not an address a client will be familiar with, but don't panic! It's just the address of the HSBC head office, which they always put on this page.

# HSBC bank statement Walkthrough – Page Three

HSBC put their logo here.

HSBC keep their general contact details in this corner. Their accounts also come in three types, and will be marked here: HSBC, HSBC Advance and HSBC Premier.

Here is the clients sort code and account number again. Remember: keep this safe!

This provides some information about the safeguards to protect people's money in the event of the bank running into difficulty. More information on the FSCS is on the next page.

**HSBC**

**HSBC Advance**  
 Contact tel 03457 404 404  
see reverse for call times  
 Text phone 03457 125 563  
used by deaf or speech impaired customers  
[www.hsbc.co.uk](http://www.hsbc.co.uk)

23 July to 10 August 2017

Account Name  
 Mr Thomas  
 Sample

**Your Statement**  
 Sortcode Account Number Sheet Number  
 04-12-99 12345678 531

**Information about the Financial Services Compensation Scheme**  
 Your deposit is 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 [www.fscs.org.uk](http://www.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 ([www.hsbc.co.uk](http://www.hsbc.co.uk)).

Credit Interest Rates	Balance	AER variable	Overdraft Interest Rates	Balance	variable
Credit interest		0.00 %	upto 1,900	17.50 %	
			over 1,900	0.00 %	

11 Bury New Road Anytown AT14 B24

This section states the interest rates on the overdraft, If the client goes into it. Remember, this is general information, and doesn't always mean the client has gone into their overdraft.

This is the address of the branch that the client was originally opened at. This doesn't change, even if the client moves somewhere else and uses a different branch, or even if the branch closes!

If the client has money in their account – and isn't in their overdraft – this states how much interest the bank will pay them for their savings. Here it is 0%, so perhaps the client should get a savings account?

## Further Information

This walkthrough is designed to be used as a standalone resource, but was developed alongside the financial capability resource library found [here](#). Advisers that want to cover more activities with their clients will find more activities here to discuss and go through, with factsheets and action plans included.

### Further resources and information can be found at:

The **Citizens Advice Consumer Service**, providing clear and practical consumer advice over the phone and email. They can be contacted [here](#), or by calling **03454 04 05 06** (**03454 04 05 05** for welsh language speakers) between 9-5pm Mon-Fri.

The **FCA** (Financial Conduct Authority) is the conduct regulator for 56,000 financial services firms and financial markets in the UK and the prudential regulator for over 18,000 of those firms. They can be found [here](#).

The **Financial Ombudsman** (FOS) can be found [here](#). They were set up by Parliament to resolve individual complaints between financial businesses and their customers. They can look into problems involving most types of money matters - from payday loans to pensions, pet insurance to PPI. If they decide someone's been treated unfairly, we have legal powers to put things right. They can be contacted on 0300 123 9 123 or 0800 023 4567

**Remember** – The **Financial Services Compensation Scheme** (FSCS) covers business conducted by firms authorised by the FCA and the Prudential Regulation Authority (PRA). FSCS protects consumers when financial services firms fail. It's the compensation scheme for customers of UK authorised financial services firms, and can be found [here](#).

**Finally** – Don't forget to check [our website](#) for further clear practical guidance on common financial products for clients.



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## Your Statement

Mr Sample  
 123 Sample Street  
 Anytown  
 AT1 B23

### Account Summary

Opening Balance	970.00
Payments In	1.50
Payments Out	680.99
Closing Balance	290.51
Overdraft Limit	1,900.00

### 23 July to 10 August 2017

Account Name  
 Mr Thomas Sample

International Bank Account Number  
 GB82MIDL04129912345678

Branch Identifier Code  
 MIDLGB6211F

Sortcode    Account Number    Sheet Number  
 04-12-99    12345678    530

### Your HSBC Advance details

Date	Payment type and details	Paid out	Paid in	Balance
22 Jul 17	BALANCE BROUGHT FORWARD			970.00
24 Jul 17	DD WESSEX WATER	46.91		923.09
25 Jul 17	ATM CASH HSBC JUL25 ANYTOWN QN 1@14:22	40.00		883.09
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	CR AMAZON MEDIA EU SA		0.87	
	CR AMAZON DIGITAL SER		0.37	884.59
01 Aug 17	DD ANYTOWN CO	77.00		
	SO LOCAL GYM 906GYMREF	28.00		
	SO ROBERT SMITH MR SAMPLE - RENT	350.00		429.59
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03 Aug 17	ATM CASH HSBC AUG03 ANYTOWN QN 1@15:21	50.00		370.91
05 Aug 17	ATM CASH HSBC AUG05 ANYTOWN QN 1@11:25	30.00		340.91
07 Aug 17	DD VIRGIN MEDIA PYMTS	30.25		
	DD PAYPAL PAYMENT	1.45		
	DD PAYPAL PAYMENT	18.70		290.51
10 Aug 17	BALANCE CARRIED FORWARD			290.51



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**23 July to 10 August 2017**

## Your Statement

Account Name  
 Mr Thomas  
 Sample

Sortcode    Account    Number    Sheet    Number  
 04-12-99    12345678       531

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Your deposit is 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 [www.FSCS.org.uk](http://www.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 ([www.hsbc.co.uk](http://www.hsbc.co.uk)).

Credit Interest Rates	<i>balance</i>	<i>AER variable</i>	Overdraft Interest Rates	<i>balance</i>	<i>EAR variable</i>
Credit interest		0.00 %	upto	1,900	17.90 %
			over	1,900	0.00 %