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Mr P Lisewski
Cloudsoft Limited
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London
W14 9HU



17966/00801

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Dear Mr Lisewski

Your HSBC Business Card is changing

During February and March 2013 your HSBC Business Card will be replaced by an equivalent Visa Company Card. Your card number will change; however, your card will work in exactly the same way and will still be accepted in over 30 million locations worldwide. Your PIN, interest rates, payment dates and Direct Debits are all unaffected.

What's new?

The Visa Company Card comes with two new features:

- Verified by Visa allows you to make online transactions securely.
- Liability Waiver Insurance provides peace of mind when giving additional cards to employees and protects you against potential misuse.*

What do you need to do?

- Upon receipt of your new Company Card please destroy the card currently in your possession and commence using the new card immediately.
- If you make regular payments from your card to other companies (e.g. online payments or subscriptions for insurances, mobile telephone payments etc) you will need to contact the relevant company to give them your new card number.
- When buying something online you'll be prompted to register for Verified by Visa for extra security.
- When you receive your new card, the statement history on Business Internet Banking for the old card will unfortunately be lost. Please make sure you have printed any statements you require prior to February 2013. Alternatively, please contact us and one of our customer service representatives will be happy to help.

In the event you wish to add any new cardholders to your account throughout February and March, please be aware there may be a delay whilst we are transferring your account to the new card. Should you have any questions about this change, please call us on 08456 023100.**

Yours sincerely

Sue Yarham

Head of Commercial Cards

continues overleaf

*Please refer to the enclosed policy document for more information and eligibility criteria.

** Lines are open 24 hours a day. Calls may be monitored and recorded.

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Important changes to your card agreement

The name of your card will change to Company Card and all references in the Agreement to Business Card will be changed accordingly. In clause 5.7, "MasterCard SecureCode™" will be changed to "Verified by Visa". The address given in clause 5.4 to which you may write if your card is lost or stolen will be changed to "Card Service Delivery, PO Box 6001, Coventry CV3 9FP". These changes will take effect two months after you receive this notice.