

Mr P E Lisewski
40 Gledstanes Road
London
W14 9HU

1922



10 May 2011

Dear Mr Lisewski

Account type: Bank Account

Sort code & Account Number: 40-19-22 61284878

This letter contains important information relating to your overdraft.

As previously advised we are now carrying out the annual review of your overdraft facility. This provides you, and us, with the opportunity to consider whether your overdraft facility is still appropriate to your borrowing requirements.

Your existing overdraft facility has been reviewed

Your existing formal overdraft facility of £500 will come to an end on 12 June 2011. We have reviewed this and as a result I am pleased to offer you a new formal overdraft facility, on the terms in the attached document.

Please take this opportunity to review your overdraft requirements for the next 13 months, when the facility we are now offering will expire.

As a responsible lender we try to provide overdraft facilities that are appropriate to customer needs. **As you have not fully utilised your existing overdraft facility within the last 12 months, you will notice that we are proposing to reduce the limit of the new overdraft facility to a more appropriate level for your needs.** If you feel that the level of the new overdraft facility we are offering is sufficient, you need take no action at this time. We will arrange the new overdraft automatically.

However as a valued customer we would be more than happy to provide you with a new overdraft facility with the same limit that you have at present should you feel that you will need a higher overdraft facility than we are proposing over the next 12 months. If you wish to

Continued

HSBC Bank plc
67 West Street, Dorking, RH4 1BW
Tel: 08457 404404 Overseas: +44 1226 261010

2

Mr Lisewski
10 May 2011

increase, reduce further or cancel the overdraft facility that we have offered, please contact us on the telephone number below before the expiry of your current overdraft facility. Please note that our agreement to increase your overdraft facility above the existing level is subject to your credit status.

You may want to take the following points into account.

Things you should consider

1. Overdraft arrangement fees

The attached terms show that no arrangement fee is currently due relating to your new overdraft facility. However, we want you to be fully aware of when arrangement fees may be due, in case this affects your considerations.

Overdrafts can be arranged in one of two ways.

- A formal overdraft is where an overdraft facility is arranged before you borrow.
- An informal overdraft is where you haven't asked us in advance, and a debit takes you over your formal overdraft Limit

Our Fair Fees Policy means that we will only charge fees for agreeing formal or informal overdrafts, where they occur more than once in any six month charging period.

As we have not previously agreed a formal or informal overdraft within this period, no arrangement fee is payable. Please note, however, that if you do make an informal overdraft request between now and the start of your new facility, an arrangement fee may be payable. For full details of our Fair Fees Policy please refer to www.hsbc.com/overdrafts.

2. Is an overdraft the best way to meet your borrowing needs ?

Overdrafts are an additional service to your current account; one of many options available to customers with borrowing needs. Our overdraft service is a way in which you can borrow money on your current account before receipt of expected income.

However, if you find yourself increasingly relying on your overdraft each month, you may want to consider if this is the best way to manage your borrowing.

We have enclosed the leaflet entitled "Making Sense of Overdrafts", which you may also find useful.

Continued

3

Mr Lisewski
10 May 2011

We trust these arrangements will meet your needs. If your requirements change at any time, or if you have questions on the content of this letter, please do not hesitate to contact us on the telephone number below. Our opening hours are 8am to 10pm (excluding Christmas Day, Boxing Day and New Years Day). Communications may be monitored and recorded.

Yours sincerely



Mohsan Yousuf
Centre Manager

This section contains the terms that will apply to the new formal overdraft we are offering you. Please read them carefully, and contact us if you have any questions about them. These terms will apply from the effective date shown below.

We offer you a variable rate on-demand overdraft facility on the terms set out below and on the attached pages. This overdraft facility letter replaces any previous facility letter(s) that we may have issued to you on the above account number. This letter and the terms and conditions governing the overdraft are available to you, but are not binding upon you, until the effective date.

Effective date

12 June 2011

Overdraft limit

£250

Term and review

Your overdraft facility will expire on 12 June 2012 (the 'Term'). We will review the facility just before the end of the Term and will contact you at this time.

Interest

We will charge you interest on any overdrawn balance at our Bank Account Overdraft Rate (which may vary).

Your current annual rate is 18.29% and your current Effective Annual Rate is 19.9%.

Fees

No arrangement fee is currently due for this overdraft. An arrangement fee will not be payable provided we do not agree to a formal or informal overdraft request from you before the effective date mentioned above. If we do agree to a formal or informal overdraft request from you before the effective date, an Arrangement fee may be payable.

Total charge for credit

An indication of the total charge for credit for this facility is £49.92. This figure is illustrative only and calculated upon the assumptions that you draw down the entire overdraft only once at the start of the facility and repay it in one amount at the end of the overdraft term with no use of the account affecting the calculation, and that an arrangement fee is payable if applicable. It includes interest and an arrangement fee if applicable.

Cancellation

—
—
—
—

You have the right to cancel this facility within a period ending 14 calendar days after we have provided you with the overdraft. You can exercise this right by sending written notice of the cancellation to HSBC Bank plc 67 West Street, Dorking, RH4 1BW or by calling 08457 404404. In addition you, will have to pay us interest on the outstanding balance until it is repaid in full and any other charges payable under the facility in accordance with the terms of this letter notwithstanding cancellation. After the expiry of this period, you can still end the agreement, but you will also have to pay any charges that have accrued.

Consultation with a Credit Reference Agency

We will inform you immediately and without charge if we reject your credit application on the basis of a consultation with a Credit Reference Agency. We will give you details of the Credit Reference Agency consulted unless we are prohibited from doing so by EC law or if doing so would be contrary to objectives of public policy or public security.

Complaints

If you have a complaint but we are unable to resolve it to your satisfaction you may then complain to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Tel: 0845 080 1800. E-mail enquiries@financial-ombudsman.org.uk. Website: www.financial-ombudsman.org.uk.

We are pleased to have been of assistance to you and trust that these arrangements will meet your present needs. If your requirements change at any time, or if you have any questions on the content of this letter, please do not hesitate to let us know.

Terms and Conditions

1. Your overdraft facility, like all overdraft facilities, is an on-demand form of borrowing. This means that we can, at any time, even before the review date, withdraw your facility and/or write to you demanding the immediate repayment of the overdrawn balance of your account, together with accrued interest, fees and any charges. The overdraft will be available for you to use on the date indicated in the letter accompanying this document.
2. Because your facility is a tracker rate overdraft, the rate applicable may vary as the base rate changes. We will tell you of the rate(s) applicable to your overdraft in your current account statement.
3. You may end your overdraft facility at any time by repaying the overdrawn balance of your account together with accrued interest and any charges and writing to us telling us that you wish to end it. There is no cancellation fee.
4. Interest will be calculated daily on the cleared balance of your account. Interest and overdraft fees, if any, will be deducted from your account 21 days after your monthly charges calculation date, which we will set or agree with you. A statement of the interest and any overdraft fees to be deducted will either be posted to you or available to view electronically (if you have chosen to view this notification in this way) on your monthly charges calculation date. When we say "overdraft fees" we mean arrangement fees and return fees.
5. In this letter, to calculate whether any fees are payable, 'month' means the period between one monthly charges calculation date and the next.
6. When your account is overdrawn, you should make regular payments into your account. You must tell us if you are unable to do this.
7. If we ever have to call for repayment, interest will continue to be charged at the rates set out in this letter on the amount you owe us, including any other sums deducted from your account, until you have repaid us in full. Interest, fees and any charges will continue to be deducted from your account on your monthly charging date. We may also change this date.
8. Our General Terms and Conditions and Current Account Terms and Conditions apply to your account: if you do not have a copy of those documents, please contact us. Where these Terms and Conditions are different to the General Terms and Conditions or the Current Accounts Terms and Conditions, these Terms and Conditions will apply.
9. Fees and charges that apply to your overdraft facility are given in the price list that applies to your account. By giving you at least 30 days' notice in writing, we may increase or introduce new fees or charges, or change the terms of the facility letter, these Terms and Conditions or the terms that are included in your price list and apply specifically to your overdraft facility. Changes will apply from the date given in the notice.
10. Any security over your home does not secure the overdraft facility referred to in this letter. If we provide new or renewed overdraft facilities to you, they may be secured by any security over your home.
11. When we say "current annual rate" we mean the current rate of interest used to calculate the debit interest payable. When we say "Effective Annual Rate" we mean the true cost of the debit interest as it takes into account how often interest is paid. The Effective Annual Rate (or "EAR") does not include any fees or charges.
12. In the UK, HSBC Bank plc is licensed by the Office of Fair Trading to carry on a consumer credit business, licence number 6343.
13. Our terms and conditions and our dealings with you up until the time we provide you with the overdraft facility are governed by the laws of England and Wales for accounts held in the UK, or, for accounts held in the Channel Islands and the Isle of Man, by the laws of the island where your account(s) are held. There may be other taxes or costs in relation to the overdraft that are not paid to or via HSBC.
14. If the account is in joint names, your liability will be joint and separate. This means that you are liable jointly but also individually for all the terms of this agreement, even in the event that the relationship with the other joint borrower ends.