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Mr PE Lisewski
40 Gledstones Road
London
W14 9HU



Did you know?

We could have sent this letter by email instead. It's easy – register your email address with us at www.hsbc.co.uk/emailme

October 2015

Dear Mr Lisewski

Are you ready for My documents?



We wrote to you recently about our new My documents service – a way to communicate important information to you through Online Banking that we'll be launching on 1 December 2015. Unfortunately there was a mistake in the leaflet. It only contained two of the three criteria you need to meet for us to not send you paper copies of items we have placed in My Documents.

The three criteria you need to meet are:

- You regularly log on to desktop Online Banking;
- You haven't chosen not to receive items through My messages and My documents*; and
- We hold a valid email address for you

before we will only provide correspondence to you through My documents.

What is My documents?

My documents is a digital space within your Online Banking which we can use to place and store important documents in a secure and convenient location, accessible to you 24/7 wherever you are. Items we place in My documents will stay there and be available for you to view for as long as you remain an HSBC Bank customer. Simply click the 'My documents' button in Online Banking in the right hand navigation panel to view your documents.

To start with we'll have a handful of letters available through My documents, but we plan to add more over time. Whilst we're doing this we'll continue to use email and mail for correspondence which isn't yet available through My documents.

We'll notify you by email when new correspondence is waiting for you, and won't send you a paper copy provided you meet the three criteria set out above.

If you don't meet all of the criteria, we'll send a paper version of any correspondence to you in the post.

continued...



Do I need to do anything?

If you'd like to make sure we always send you communications and documents by post, you'll need to select "No" as your contact preference for My messages and My documents*. You can check and update your personal details, including your email address and contact preferences, using Online Banking at www.hsbc.co.uk, by calling the number below, or in any branch.

We're here to help

We apologise for any confusion caused and hope you'll find My documents useful. If you have any questions please call us on 03457 404 404*² and we'll be happy to help.

Thank you for choosing HSBC.

Yours sincerely



Greg Inglott
Head of Personal Banking

*Prior to 1 December 2015 the contact preference for 'My messages and My documents' will be displayed as 'My messages' only.

*² Lines are open 24 hours a day, 365 days a year for HSBC Advance and HSBC Premier customers and 8am to 10pm every day except Christmas Day, Boxing Day and New Year's Day for all other customers. If you have a speech or hearing impairment, you can call our textphone service on 0345 712 5563. To help us improve our service, and in the interests of security, we may monitor and/or record your call.



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