



Complaint reference: **21079591**

Dear Mr Tattersall

Thank you for your letter dated 6 September 2021.

**I'm sorry you've had to complain**

We take all complaints extremely seriously and have completed a full investigation into your concerns.

**Charitable Bank Account**

I appreciate that new charges, or an increase to existing charges, are never a welcome development for our customers.

In our recently published Notice of Variation, sent to all impacted customers, we confirmed that Community Accounts will be replaced by our new Charitable Banking Account from 1 November 2021.

We're proud and committed to supporting UK charities and non-profit organisations.

We provide a great deal of support to charitable organisations through extensive volunteering and the donation of many millions of pounds across a variety of causes. We continue to support the sector with pricing which is discounted from our standard business account tariffs.

However, we've needed to make the difficult decision to increase our prices to more accurately reflect the cost of providing and maintaining an account, and the value and benefits of our proposition.

**Moving forward**

We believe our banking offer remains very competitive and so we're sorry to hear your Treasurers feel we're not meeting their needs.

We regularly review our products and services, taking on-board customer enhancement suggestions. As such, we're pleased to confirm that developing a Business Internet Banking dual transaction control functionality, is under consideration.

Our new Charitable Banking Account has a number of key features and benefits, such as the ability to manage your money online, in branch, over the phone or by text. We're also working with the Post Office for everyday banking needs; from cheques, to deposits and withdrawals.

You can find out more by visiting: [business.hsbc.uk/ways-to-bank](https://business.hsbc.uk/ways-to-bank).

We do appreciate you taking the time to provide feedback and have noted your comments.

**We take pride in providing a high quality service**

While I understand your confidence in our service may have been affected, I trust I've reassured you of our best intentions.

**You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date of this letter.**

If you don't refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The Financial Ombudsman Service considers complaints from businesses that are 'micro-enterprises' (a term covering smaller businesses). Micro-enterprises have a turnover or annual balance sheet of up to €2m and fewer than ten employees.

In addition, the Financial Ombudsman Service also considers complaints from 'small businesses' (defined as having an annual turnover of less than £6.5m and employing fewer than 50 persons or having a balance sheet of

less than £5m) about events taking place on, or after, 1 April 2019. The Ombudsman will decide on a case-by-case basis whether a business is eligible to have a complaint considered by the Financial Ombudsman Service.

Further information on the Financial Ombudsman Service can be found on their website at **financial-ombudsman.org.uk**, or you can call them on **0800 023 4567**.

You can find the Financial Ombudsman Service consumer leaflet at: **financial-ombudsman.org.uk/publications/ordering-leaflet/leaflet**. If you'd like a paper copy of this response and the leaflet, please let me know.

### **Business Banking Resolution Service**

If you're not satisfied with this resolution, and your complaint is not eligible for the Financial Ombudsman Service, you may be able to have your complaint reviewed by the Business Banking Resolution Service (BBRS). You must refer your complaint to the BBRS within six months of the date of this email.

The BBRS is an independent organisation set up voluntarily by participating banks to resolve disputes.

The BBRS is free to use and has different eligibility considerations from the Financial Ombudsman Service. For further information, please refer to their website, **thebbrs.org**, or email [contactus@thebbrs.org](mailto:contactus@thebbrs.org) or telephone on **03456 468 825**. Alternatively, you can write to the BBRS, (Legalinx Limited), Tallis House, 2 Tallis Street, London, EC4Y 0AB. If contacting the BBRS by email or in writing, please only share your first name and preferred contact details. Do not share your bank details or any details of your claim unless requested by the BBRS.

Yours sincerely

**Aaron ADAMS**  
Customer Advocate

\* We're open Monday to Friday, 8am to 6pm (except Bank Holidays). To help us improve our service, and in the interest of security, we may monitor and record your call. If you're calling from outside the UK, please dial +44 1470 697 029. For other accessible ways to contact us, please visit: **business.hsbc.uk/accessibility**

### **Privacy Notice**

Please note that we'll collect, process and retain your information (and information relating to individuals connected to your business) for the purposes of responding to your complaint. You can find a copy of our Privacy Notice, which sets out how we use this information and your rights in respect of it, on our website at **business.hsbc.uk**.

**HSBC UK Bank plc**. Registered in England and Wales (company number: 9928412). Registered Office: 1 Centenary Square, Birmingham, B1 1HQ. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 765112).