

Additional Conditions for the Submission of Credit Transfer Orders

Adjustment of Section 1.3 paragraph 1 subparagraph 1 of the Terms and Conditions for Credit Transfers (in the following "Terms")

To improve the security of payments processing in general and for you as our customer and to avoid any damage caused by manually submitted credit transfer orders, HSBC Germany has decided in principle to no longer execute manually submitted credit transfer orders.

If a credit transfer order is submitted manually (e.g. paper-based via standard form or fax), we will be entitled to refuse execution in accordance with section 1.6 and 1.7 of the Terms.

In exceptional circumstances, such as the failure of the electronic channels on your and/or our side (Contingency Case), you have the option to submit paper-based credit transfer orders via standard form or Fax. In order to do so, we require your agreement to our procedure for the Contingency Case and completion of the necessary "Contingency Agreement". The signed "Contingency Agreement" must be received by HSBC Germany at least 10 business days before the first manually submitted credit transfer order. The "Contingency Agreement" can be requested via e-mail to "Account-Setup-Onboarding@hsbc.de" by indicating your account- or customer number.

To implement these requirements we use adjusted Terms. The Terms have been adjusted in Section 1.3 paragraph 1 subparagraph 1.

Section 1.3 paragraph 1 subparagraph 1 of the Terms attached to the account opening documentation is as follows

„The customer shall issue a credit transfer order to the Bank, providing the information required under Sections 2.1 or 3.1.1 and 3.2.1, on a form approved by the Bank or in the manner otherwise agreed with the Bank (e.g. via online banking).

and has been replaced by:

„The customer shall issue a credit transfer order electronically, i.e. via EBICS, HSBCnet, SWIFT, or a comparable electronic channel, providing the information required under Sections 2.1 and 3.1.1, 3.2.1., respectively. In the event that electronic submission is exceptionally not possible for technical reasons, e.g. in the event of problems or failures of the electronic channels on the customer's and/or the Bank's side (Contingency Case), the customer may submit credit transfer orders by other means than electronically, if the customer has concluded the "Contingency Agreement" at least 10 business days before the first manual submission of a credit transfer order. Manually submitted credit transfer orders in the "Contingency Case" will only be executed via TARGET, regardless of the submission."