

HSBC UPGRADE

In this guide you can find important information regarding changes to how your share plans will be managed after your upgrade to EquatePlus. This guide includes FAQs and is split into sections to make it easy to find the information that is relevant to the plans and accounts you hold.

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Accessing and managing your new account

Q. How do I access EquatePlus?

If you are an active employee, you should continue to use the link from HRDirect (Benefits & Share Plans -> Computershare Account) to access your account. Using this link will make the first login process easier for you. Your new User ID will be sent to your HSBC email address on the go-live date.

If you have left HSBC or need to access your share plans from outside of the HSBC network, please log in through www.equateplus.com. Your new User ID will be sent to the email address stored in your Computershare account, or if no email address is on file with Computershare, the personal email address that was stored on HRDirect.

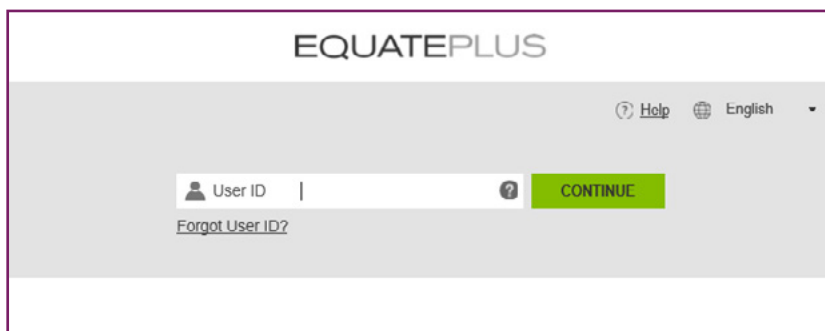
Q. How do I access my account through the EquateMobile app?

You must complete your new account set up through the EquatePlus website before you can use the EquateMobile app. During the account set-up you will create a password that you need to login to EquateMobile.

The EquateMobile app is available on Apple's App Store or Google Play. You are also able to install EquateMobile on your Corporate Device by accessing Work Apps or Blackberry Access Apps (or Work Google Play on Android) and installing EquateMobile. You can login using your EquatePlus User ID and password.

Q. What should I do if I don't receive or have lost my new User ID?

Go to www.equateplus.com, click on the "Forgot User ID?" link and follow the instructions. Once you have been successfully identified, we will re-send you your User ID via email. If you continue to have issues, click on the "Help" link at the top of the webpage for further instructions.



Q. Do I need to log in to my new account immediately after upgrade?

You should log in to your account as soon as practical to complete your account registration and provide all personal details including banking instructions, personal email and mobile number.

We recommend that you do this before your next share plan event, to avoid any delays in submitting future instructions.

Q. Will I have to complete Tax Self-Certification documents?

FATCA & CRS regulations require Computershare to obtain tax residency certifications from all participants and report account details to the relevant tax authorities.

- > If you have already completed a valid Tax residency form in Computershare it will be carried over to EquatePlus;
- > Otherwise you will be required to provide details when you first log in to EquatePlus;
- > It is your responsibility to ensure that this information is kept up-to-date;

If you are a US taxpayer and/or live in the US then you will also be asked to complete a W8-BEN or W9 form. If you do not do this you will be unable to access your account, 24% US Backup Withholding Tax may be applied to any share sales and dividends. If you have already completed a valid W8 or W9 form in Computershare it will be carried over to EquatePlus.

Q. What transaction history and correspondence will be available on my EquatePlus account?

Your recent transaction history will be migrated to EquatePlus subject to certain time restrictions, as detailed below by plan. All of your documents that are currently stored in the Correspondence section of your Computershare account will be transferred to EquatePlus and accessible from the 'Library' section of the website.

Deferred Awards (Variable Pay): Details of Awards which were granted or vested in the last six years will be migrated - therefore last full year of history that will be migrated is 2015 (although certain transactions prior to 2015 may also be migrated).

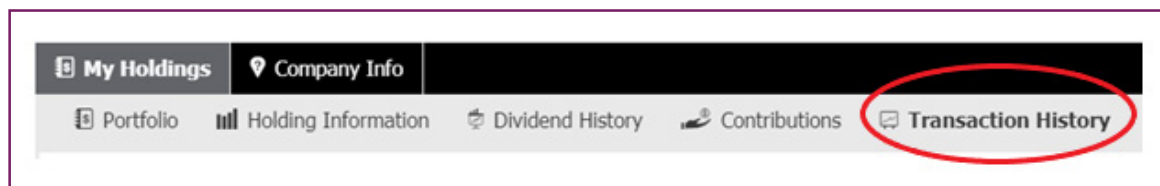
UK Sharesave: Details of the last six years of Sharesave plans (enrolments from 2015 onwards) will be migrated.

ShareMatch: all transaction history will be migrated.

UK Share Incentive Plan (SIP): Details of the last six years of SIP transactions will be migrated.

You can download your history before the upgrade if you wish to retain longer records by following the simple steps below:

- > Once logged into your current Computershare account, select the "Transaction History" tab from the menu bar.



- Now select the plan that you are interested in from the drop-down menu.

Employee - Historical Transactions

Employee Name
Account Number
Holding

ShareMatch

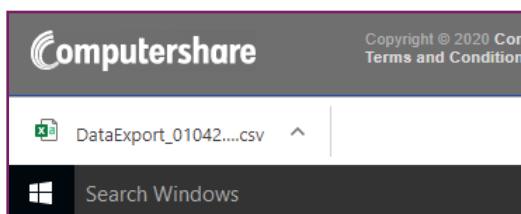
- The transactions relating to that plan will now appear below the drop-down menu.
- To export these transactions, click the "Export to spreadsheet" button at the right-hand side of the screen.

Transaction history

Export to spreadsheet

Transaction Date	Transaction Type	Share Type	Ref.	Number of Shares
10 Jan 2020	Matched	Matching Shares	7139/59042194	39.5127
10 Jan 2020	Purchase	Investment Shares	7139/59042194	118.5382
27 Nov 2019	Release to Pool	Unrestricted Shares	7109/58811952	12.5023

- A Spreadsheet will now be created containing the transactions for that plan and downloaded to your default download location. Usually the "Downloads Folder" in your PC.



- You can now access the historic transactions offline.

Q. Will I need to add my bank account details?

If you have already entered your bank details on Computershare's system, these will be migrated over to EquatePlus.

Otherwise, you will be asked to add your bank account details. You will need your IBAN and Branch Identifier Code (BIC) or Swift code to be able to do this. These can be found on any bank statement or on your bank's website.

Share Plan Account (SPA)

Q. What are the benefits of the SPA?

- > All of your vested or purchased shares are held in a single electronic account and governed by a single set of terms of conditions
- > You will no longer receive paper Share Certificates
- > There is no fee to hold shares in the account
- > You can sell shares from multiple plans in one transaction
- > Assets are held securely; they are ring-fenced from other clients and Computershare, and are protected in line with regulatory requirements.

Q. Will I have to accept SPA Terms & Conditions?

Yes, you will be required to accept the terms and conditions on your first login to EquatePlus.

You will be formally notified about the introduction of the SPA 20 business days prior to the upgrade with the key changes that are relevant to you.

Q. What impact will the introduction of the SPA have on me?

Computershare is changing the way it provides the nominee and dealing services required for HSBC's Share Plans to operate, as part of the upgrade to our new platform, EquatePlus. The Share Plan rules are not changing, and the provision of the SPA does not impact your rights or entitlements under the Share Plans.

The SPA Service is a personal nominee account where you can hold and sell your shares electronically. You can hold your shares in the account for as long as you remain employed by HSBC, and there is no requirement for you to open a personal brokerage account or receive a paper share certificate in order to keep your shares.

Q. Can I transfer my shares out of the Share Plan Account?

Shares held in the SPA can be transferred to InvestDirect or any other broker at no cost.

Where we offer advance elections you may instruct such a transfer to immediately happen upon delivery of your shares. Where you fail to provide any instruction, shares will be placed in the SPA by default.

Paper share certificates will no longer be issued on vesting or maturity of a Plan going forwards.

Transaction Fees

After upgrade, the dealing fees for each sale of shares you instruct will change. You can find the new fees below:

Q. Why am I being charged a Fee?

Computershare charges fees for certain services that we provide, including share dealing and international payments. This is standard practise for all companies offering similar services and we believe that the new fee structure is competitive within the share plan administration market.

All of the fees and participant costs are outlined in the Share Plan Account Terms and Conditions, which must be agreed by all participants prior to completing any online sale instruction.

There is no fee for holding shares in your account or transferring them to another brokerage account that you have.

Q. What are the key changes to the fees?

- > £15 flat fee when using an advance election to sell all, or some, of your **Deferred Awards (Variable Pay)**. If you keep your shares in the new SPA facility (Computershare Nominee) a £15 fee will apply at the point you choose to sell them, and if the value of your trade is above £10,000 an additional 0.15% of the value will be deducted to cover brokerage costs.
- > **ShareMatch** used to attract a flat fee of £17.50 when selling from the nominee, but this is reduced to £15 after upgrade, unless the value of your trade is above £10,000, at which point an additional 0.15% of the value will be deducted to cover brokerage costs. Selling as part of an advance election remains free.
- > The UK **SIP** dealing fee has not changed.
- > The UK **Sharesave** flat rate of £15 to sell on maturity has not changed, but if you keep your shares in the new SPA (Computershare Nominee) facility after exercise, and choose to sell them at a later date, the £15 fee will apply at that point. If the value of your trade is above £10,000 an additional 0.15% of the value will be deducted to cover brokerage costs.
- > If you receive your sale settlement in a non-GBP currency*, then an **FX fee** up to a maximum of 1% of the value of the transaction will apply. This is to cover the conversion costs and allows you to receive your settlement funds in the most convenient currency for you.

All of the costs and fees associated with the share plans are governed in the context of a wider contractual agreement with HSBC, to ensure that our fees remain fair and competitive.

If you wish to see a more detailed comparison between the pre-upgrade and post-upgrade transaction fees, please [click here](#).

**fee applies for non-HKD currencies if selling Hong Kong listed shares*

Q. What should I do if I have questions about the new fees?

Please contact Computershare on +44 (0) 370 703 0161 or at XXXX@computershare.co.uk to discuss the fee changes.

Share Certificates

Q. I have a paper share certificate - what is the impact for me?

Your share certificates are not impacted by the upgrade to EquatePlus. However, you will no longer be able to view them via your Computershare share plan account.

Q. How do I view my certificated shares online?

You can access information about your certificated shareholdings through Computershare's Investor Centre service at <https://www-uk.computershare.com/investor/>. You will need to register if you have not previously done so; you will need your share certificate(s) in order to complete the registration.

Q. How do I sell my share certificate?

Please refer to [this link](#) on HRDirect with information on how to sell your share certificate.

Q. Who do I contact if I have any questions?

Please contact Computershare's registry department using the following details:

+44 (0)370 702 0137

Web.queries@computershare.co.uk

When contacting Computershare, you will need your Shareholder Reference Number (SRN) to hand which can be found on a share certificate or statement which begins with one alphabetical character (e.g. 'C' for Charlie or 'I' for Indigo) followed by 10 numerical digits.