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HSBC, first direct and M&S Bank customers to save as 0845 telephone numbers migrate to 0345

HSBC, first direct and M&S Bank are to switch all their 0845 phone numbers so they begin 0345. The change will offer savings to both mobile phone and landline users who have inclusive minutes in their phone plans that include numbers starting 03.

Francesca McDonagh, head of retail banking and wealth management for HSBC UK, said: "Switching our phone numbers to start 0345 will save money for the majority of our callers, particularly for those using a mobile phone. To ease the transition we will keep our existing 0845 numbers until all numbers have switched, but prioritise our most heavily used numbers so they change first."

0345 codes, unlike 0845 numbers, normally form part of inclusive minutes provided within mobile phone or landline packages so calls from customers with these packages are likely to be at no further cost. However, HSBC, first direct and M&S Bank urge their customers to contact their phone service provider to confirm that this is the case for them.

The new numbers are being introduced using a phased approach and the banks have ensured that the numbers with the highest usage are transferred first to allow as many customers as possible to benefit quickly.

HSBC, first direct and M&S Bank customers will start to see the new number on the banks' literature, including leaflets, letters and their websites over the coming months, but will still be able to use both numbers while the changes are being implemented.

first direct will be the first to start, with some of its numbers, including its main 03456 100 100 line changing from today Monday 23 June.

-Ends-

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Notes to Editors

HSBC in the UK, first direct and M&S Bank are all part of HSBC Bank plc.

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HSBC Bank plc

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The HSBC Group

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