



HSBC Online and Mobile Banking service update

John Hackett, HSBC's UK Chief Operating Officer said:

"I'm pleased to say that we have seen a steady return of service to internet banking in the past few hours for our personal and business customers.

We will be monitoring the service very closely, ready to respond should any new issues arise.

It is encouraging that more and more customers have been able to log on this afternoon.

I'd like to apologise once more for any inconvenience that this technical issue has caused. We will be waiving any fees incurred as a result of this incident; and we will be happy to help all our customers with any issues that have arisen.

Thank you for your patience."

Ends

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For the latest updates, visit the **HSBC UK newsroom**:

<http://www.about.hsbc.co.uk/news-and-media>

HSBC Bank plc

HSBC serves c17 million customers in the UK and employs approximately 46,000 people. In the UK, HSBC offers a complete range of personal, premier and private banking services including bank accounts and mortgages. It also provides commercial banking for small to medium businesses and corporate and institutional banking services. HSBC Bank plc is a wholly owned subsidiary of HSBC Holdings plc.

The HSBC Group

HSBC Holdings plc, the parent company of the HSBC Group, is headquartered in London. The Group serves customers worldwide from around 6,100 offices in over 72 countries and territories in Asia, Europe, North and Latin America, and the Middle East and North Africa. With assets of US\$2,549bn at 30 September 2015, HSBC is one of the world's largest banking and financial services organisations.