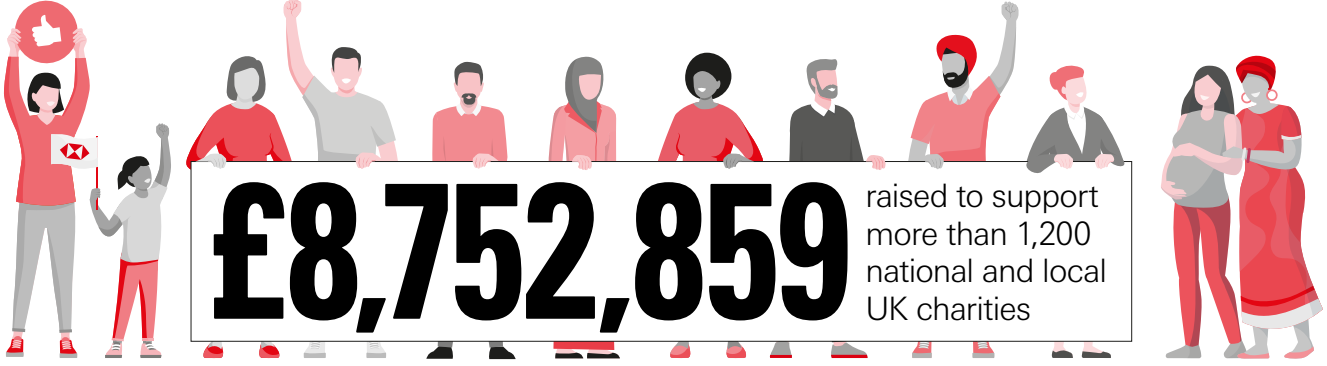
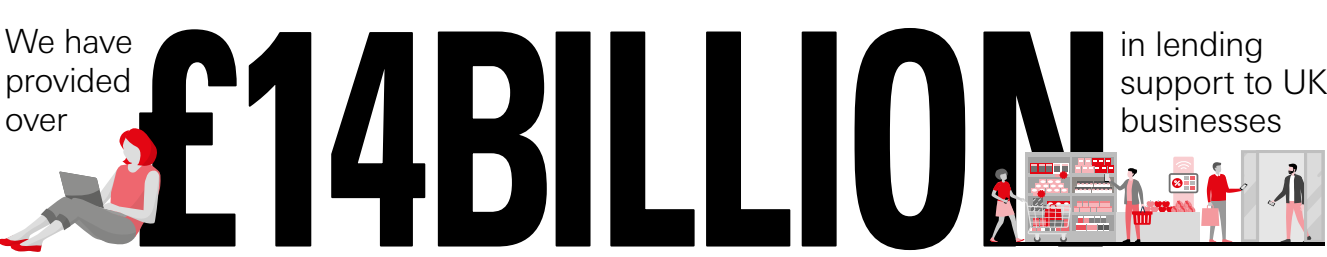
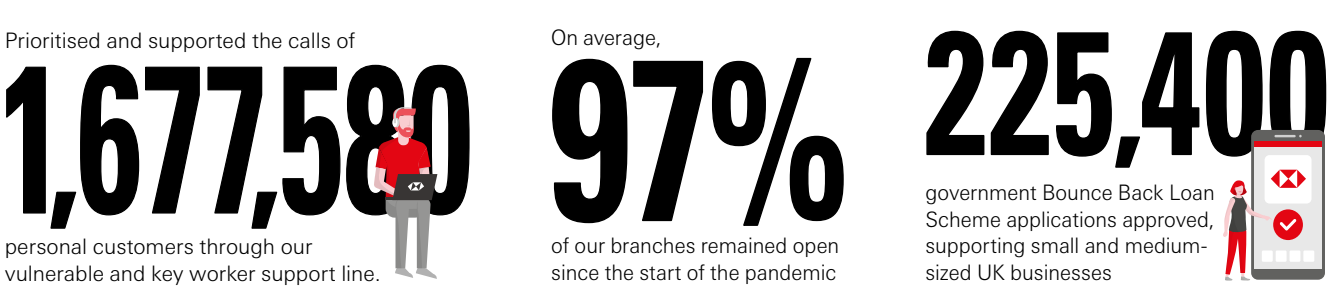


How HSBC UK has taken action and supported our customers and the communities we serve

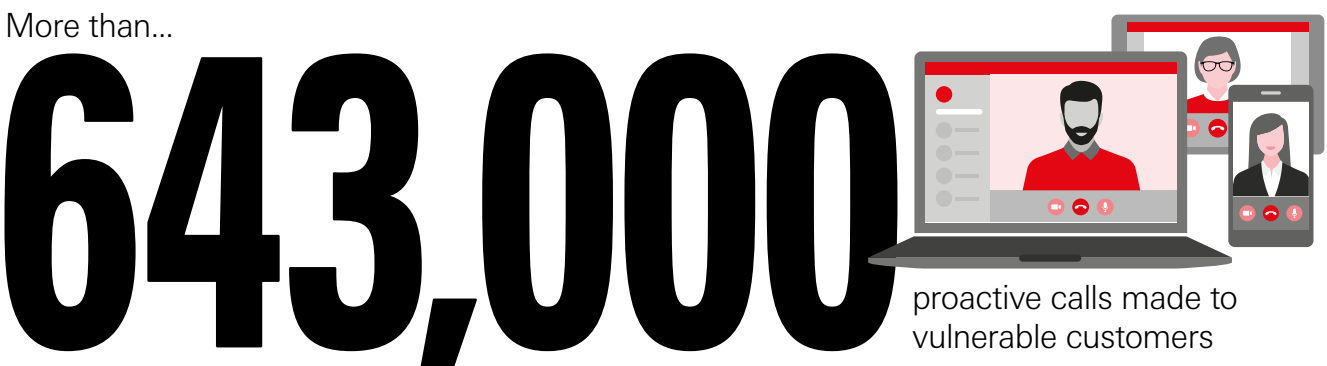
LOOKING BACK AT 2020



SUPPORTING OUR CUSTOMERS THROUGH THE PANDEMIC



SUPPORTING VULNERABLE CUSTOMERS



SURVIVOR BANK

Financial independence is a vital step in helping survivors of human trafficking and modern day slavery rebuild their lives.

Working alongside Salvation Army and other UK charities, **we helped 388 survivors** open their own UK bank account.

SPECIALIST SUPPORT

Multiple new emergency solutions to support acutely vulnerable customers.



NO FIXED ADDRESS

Having access to a bank account makes it easier and safer to receive benefits and a salary, and is an important building block for financial independence and security.

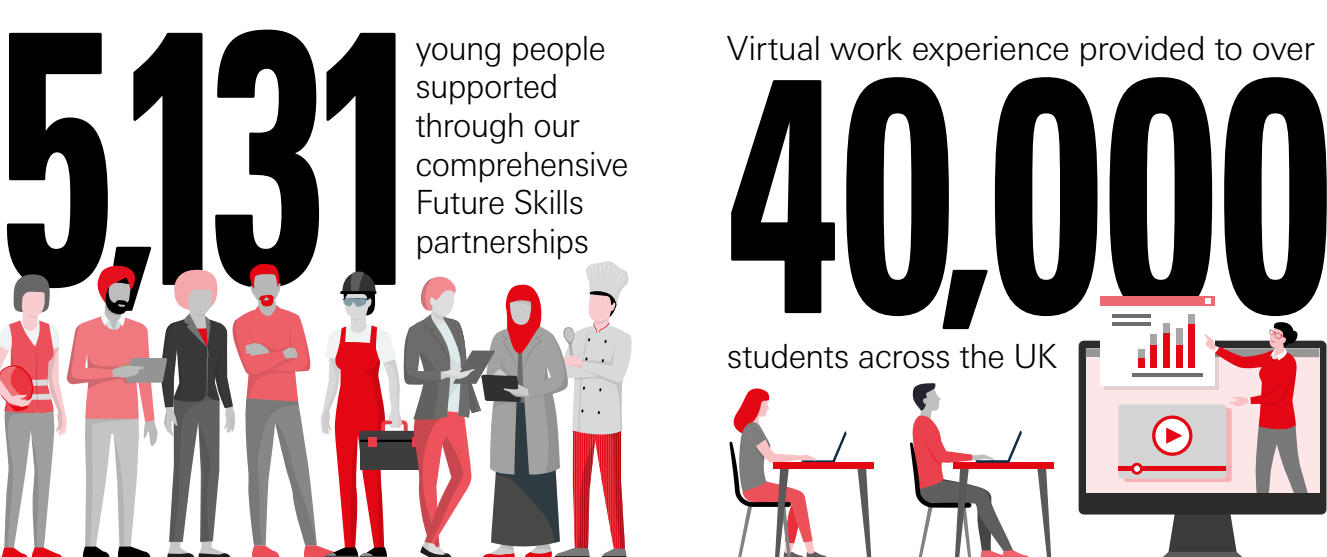
In partnership with Shelter and other charities across the UK, **we helped 391 people** without a fixed address open a bank account and **expanded the service to 88 branches.**

FINANCIAL EDUCATION AND WELLBEING SUPPORT



2020 saw the launch of our **Financial Fitness Hub, Level Up** and **Money Heroes** programmes

EMPLOYABILITY SKILLS DEVELOPMENT



CLIMATE AND SUSTAINABLE FINANCE

