

11 March 2021

**HSBC BANK ACCOUNTS FOR PEOPLE WITHOUT A FIXED ADDRESS NOW
AVAILABLE IN OVER 100 BRANCHES**

People without a fixed home address can now open bank accounts with HSBC UK in over 100 branches across the country.

Launched in December 2019 in 31 branches, HSBC UK has worked with national homelessness charities Shelter and Crisis, as well as local organisations and councils, to provide individuals with access to a basic bank account without the need for photo ID or proof of address.

HSBC UK has so far opened 700 accounts under its No Fixed Address service, with over 50% of these openings taking place during the COVID-19 pandemic (from April 2020). Chesterfield was the 100th branch to introduce the service on 24 February with three more branches added since, taking the total to 103.

The latest government snapshot figures show 2,668 people were recorded as street homeless in England on a given night in the autumn of 2020. Although, this snapshot has fallen in the last year, it is still 52% higher than in 2010 when data first started being collected.

According to Shelter, more than 253,000 people in England have been recorded as homeless and living in temporary accommodation during the pandemic¹. This is the highest figure for 14 years, and there will be many more people who are sofa-surfing or not captured by official statistics.

Having a bank account can make it easier to claim benefits, receive wages and pay rent. Traditionally, banks require photo identification such as a passport or drivers licence as well as proof of address, which could be a council tax or energy bill - documents which many people experiencing homelessness may not have or can find difficult to keep safe without a fixed address.

At participating HSBC UK branches, individuals without a fixed address can open a bank account when accompanied by a caseworker and using the address of the charity supporting them.

Maxine Pritchard, Head of Financial Inclusion and Vulnerability at HSBC UK, said: “No one in today’s society should be without a bank account, but if you don’t have a fixed address it can be very difficult to get one. HSBC is changing this and with every branch that offers the service we have the opportunity to make a difference to more people’s lives.

“I am incredibly proud that we can play our part in helping some of society’s most marginalised and vulnerable people access the services necessary to help break the cycle of homelessness and become financially independent.”

Polly Neate, CEO of Shelter, said: “The cruel impact of the COVID crisis has tipped thousands of people into homelessness and left many with no option but to sleep rough. It’s hard enough battling the elements and surviving the daily dangers of

the streets. If you are then cut off from receiving financial support or have no way to get your wages paid, it can be even harder to break free of the clutches of homelessness.

“HSBC’s determination to extend the No Fixed Address service to even more branches across the country, despite the challenges of the pandemic, is fantastic and so important. It means even more people can take a key step towards financial independence that will hopefully help them to re-build their lives.”

Jon Sparkes, Chief Executive at Crisis, said: “We’re pleased to see that HSBC’s No Fixed Address service is now available across 100 branches. We know that without a bank account it can be difficult for people experiencing homelessness to access employment, secure housing and, for many of our clients, it means being stuck in a prolonged cycle of homelessness.

“Our services team has worked closely with HSBC branches to secure accounts for our clients, and the results are often lifechanging. By having a bank account, clients are able to receive benefits, collect wages, pay bills, get a phone contract and, most crucially, are able to find somewhere safe and secure to call home. We hope that the success of the accounts will encourage other banks will follow suit.”

HSBC UK is the largest bank in Europe to provide accounts to people without a fixed address. The scheme is based on its pioneering ‘Survivor Bank’ service which involves working with human trafficking and modern slavery charities to open bank accounts for survivors.

For more information visit: <https://www.hsbc.co.uk/help/money-worries/no-fixed-address/>

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Notes to editors

1 Figures from Shelter and correct as of December 2020:

https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/report_homeless_and_forgotten_surviving_lockdown_in_temporary_accommodation

The No Fixed Address service is currently available at the following HSBC UK branches:

Aberystwyth

Andover

Barnsley

Barrow-in-Furness

Belfast

Belgravia

Birkenhead

Birmingham New Street

Bishopsgate City of London
Blackburn
Blackpool Oxford Square
Bolton
Bootle
Bournemouth Old Christchurch Road
Bradford Market Street
Bridgend
Brighton
Bristol Cabot Circus
Bristol Filton
Caerphilly
Cambridge
Canterbury
Cardiff Queen Street
Carlisle
Castleford
Chatham
Chester
Chesterfield
Corby
Crawley
Croydon Northend
Derby
Doncaster
Dover
Durham
Edinburgh
Enfield, The Town
Exeter
Gillingham
Glasgow City
Halifax
Hanley
Harrogate

Haverfordwest
Hounslow High Street
Huddersfield
Hull
Isle of Wight (Newport)
Keighley
Kettering
Kendal
Lancaster
Leicester
Leeds City
Lewisham
Lincoln
Liverpool Lord Street
Liverpool Allerton Road
Llangefni
Lymington
Manchester St Anns
Middlesbrough St Alberts Road
Milton Keynes
Newcastle Upon Tyne
Newport (South Wales)
Northampton
Norwich
Nottingham Clumber Street
Oswestry
Oxford
Palmers Green
Peckham
Peterborough
Plymouth
Poole
Portsmouth
Preston
Putney

Rotherham
Scarborough
Sheffield City
Shrewsbury
Southampton
Stafford
Stratford
Stratford Upon Avon
Sunderland
Swansea
Swindon
Telford
Tenby
Torquay
Truro
Wakefield
Walthamstow
Wellingborough
Weston-Super-Mare
Westwood Cross (Thanet)
Winchester
Wolverhampton
Wrexham
York

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HSBC UK

HSBC UK serves around 14.5 million customers in the UK and employs approximately 32,000 people. HSBC UK 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 large corporates. HSBC UK is a wholly owned subsidiary of HSBC Holdings plc.

HSBC Holdings plc

HSBC Holdings plc, the parent company of HSBC, is headquartered in London. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,984bn at 31 December 2020, HSBC is one of the world's largest banking and financial services organisations.

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