

5 October 2017

INFORMATION FOR CUSTOMERS AFFECTED BY THE NEWS ABOUT MONARCH AIRLINES

Monarch Airlines ceased trading on Monday 2nd October 2017 and has entered administration.

To support those affected, the Civil Aviation Authority (CAA) has set up a dedicated [website](#) to provide Monarch Airlines customers with advice and assistance.

Monarch Airlines customers already abroad

The Government has asked the CAA to coordinate flights back to the UK for any customers currently overseas. This will be at no additional cost to those affected. Details of return flights are available on the [CAA website](#).

Customers yet to travel out of the UK with Monarch Airlines

Where your booking is ATOL protected, the CAA will arrange for refunds to be made on all bookings as soon as possible, they will contact you directly with details of how to claim. For more information visit the [CAA website](#).

If your booking is not ATOL protected, you will not be entitled to make a claim to the CAA for the costs incurred. Depending on your original payment method, you may be able to claim back some or all of the costs from your debit or credit card provider or PayPal – but you should check with your provider in the first instance.

If you've used your HSBC debit or credit card to pay please log onto Internet Banking and send us the details via 'Secure Messages' under our 'disputed card transaction' heading. You will receive a call back within the next two weeks.

Foreign Exchange - Travel Money

All HSBC customers who are unable to travel due to Monarch Airlines going into administration, and have purchased currency via the HSBC travel service, can exchange the currency for the full amount of sterling originally paid by visiting an HSBC branch, with proof of purchase from HSBC and proof of travel.

HSBC Travel Insurance is provided by Aviva Insurance Limited

There is no cover under these Travel Insurance policies for claims resulting from any tour operator, travel agent, airline or other service provider becoming insolvent. However, we will look at each individual case and we will consider costs which cannot be recovered elsewhere.

To speak to the appropriate claims team please call the number relevant to the product you hold with us:

Premier

08000 517 459

Aspects

08000 517 452

Jade by HSBC Premier

08000 512 558

HSBC Travel Ins

01603 208529

Gold Mastercard

01603 605 124

Platinum Card

01603 605124

Lines to make a claim are open 24 hours a day.

FAQs for customers affected by Monarch Airlines going into administration

If you've been affected by Monarch Airlines going into administration, we know this will be a difficult and frustrating time for you and we want to do all we can to help.

The companies impacted by this are:

- Monarch Airlines Ltd
- Monarch Holidays Ltd (ATOL Number 2275)
- First Aviation Ltd (ATOL Number 4888) previously trading as Monarch Airlines, Avro Ltd (ATOL Number 1939)
- Somewhere2stay Ltd

How does this affect me?

To find out the most up to date information, please visit

<https://monarch.caa.co.uk/>. If you're ATOL protected, you're guaranteed a full refund.

What if I'm not ATOL protected or can't claim through Monarch?

If you find you aren't ATOL protected, please contact us to raise a dispute. If you used your HSBC Debit or Credit Card to pay please log onto Online Banking and send us the details via '**Secure Messages**' under our '**disputed card transaction**' heading. You will receive a call back within the next two weeks.

If you do not use Online Banking, please give us a [call](#).

How long will my claim take?

Whether you claim through the ATOL scheme or through our dispute process, both could take several weeks to process. Please bear with us.

What if I have travel insurance with HSBC?

There is no cover under our Travel Insurance policies for claims resulting from any tour operator, travel agent, airline or other service provider becoming insolvent. However, we will look at each individual case and we will consider costs which cannot be recovered elsewhere.

Please [call us](#). Lines to make a claim are open 24 hours a day

What if I've purchased travel money through HSBC and I am unable to Travel?

Please contact us in branch and we'll exchange your currency for the full amount of sterling originally paid. Proof of purchase from HSBC and proof of travel will be required.

What if I'm abroad right now?

If you're due to return to the UK on or before **15 October 2017**, the Civil Aviation Authority (CAA) will arrange for you to return as planned, at no extra cost to you.

The CAA website has more information confirming they'll contact customers a minimum of 24 hours before their original departure time.

If you're abroad, please visit <https://monarch.caa.co.uk/> or contact the CAA on **+44 1753 330 330**.

If you require short term emergency borrowing, please [contact us](#) to discuss options that could be available to you.

What if I've booked my holiday through a third party?

If you've booked your holiday through a third party and the CAA can't help you, you should contact the company you booked with.

Notes to Editors

HSBC UK

HSBC serves c17 million customers in the UK and employs approximately 43,000 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 3,900 offices in 67 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US\$2,492bn at 30 June 2017, HSBC is one of the world's largest banking and financial services organisations.

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

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