

24 October 2017

HSBC UK LAUNCHES NEW MOBILE BANKING APP

- New core banking app launches today
- The app is available for iOS, with Android to follow
- Regular updates for 2017/18 to increase application functionality

HSBC UK is launching a new core mobile banking app today (24 October). The app which is available across all apple devices and soon to be available on Android, has improved features and will benefit from regular updates that deliver new functionality to enhance the overall customer experience.

Since 2016 there has been over a 20% increase in the number of customers using the HSBC mobile banking app. Following detailed customer research the new app has been designed with improved functionality including the ability to add new payees, and a 70% reduction in login time.

Raman Bhatia, Head of Digital, UK & Europe said:

“Customers tell us they want to be able to do their banking on-the-go seamlessly. Our new mobile banking app has been designed to improve that experience, with a quicker login time and the ability to add new payees. We will build on these features throughout the course of this year and next, introducing new services, such as Pay by Bank App, via a series of regular updates.”

END

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For more information:

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

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

Notes to Editors

- The app is free to download for UK customers only by searching for *HSBC UK Mobile Banking* in the App Store search tab.
- Customers outside the UK will still use the existing app.
- Customers who don't wish to use the app can continue to use online banking and visit us in branch.
- HSBC first introduced the HSBC mobile banking app in August 2013 on Apple and Android devices, gaining 5 million logons.

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.