

# Understanding Total Relationship Balance



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# Qualifying for HSBC Premier

- To qualify for HSBC Premier, a Total Relationship Balance of at least S\$200,000<sup>1</sup> in deposits, investments and/or insurance is required.
- If the Total Relationship Balance falls below S\$200,000, and no other qualifying HSBC Premier account is maintained outside of Singapore, a monthly service fee of S\$50 will be charged.
- If the Total Relationship Balance falls below S\$200,000 continuously for more than 12 months, HSBC Premier benefits may be withdrawn.

<sup>1</sup> Or equivalent in other currencies.

#### Deposit Insurance Clause

Singapore dollar deposits of non-bank depositors are insured by the Singapore Deposit Insurance Corporation, for up to S\$75,000 in aggregate per depositor per Scheme member by law. Foreign currency deposits, dual currency investments, structured deposits and other investment products are not insured.

# Calculating Total Relationship Balance

- Total Relationship Balance is made up of the average daily balances for the calendar month, taking into account deposits, investments and insurance held in the same name with The Hongkong and Shanghai Banking Corporation Limited in Singapore.
- The Total Relationship Balance of your sole account will include the balances from your related joint accounts. To protect your privacy, we will not include sole account balances when calculating the Total Relationship Balance for joint accounts. This means that joint accounts will need to maintain separately the minimum Total Relationship Balance.
- Total Relationship Balance includes:
  - Credit Balances for demand deposit accounts, time deposits and Dual Currency Plus (DCP).
  - Market value for unit trusts, retail securities, and non-capital guaranteed structured products.
  - Nominal value for capital guaranteed structure products and bonds.
  - Surrender value for insurance policies<sup>2</sup>.

To help you understand more about how your Total Relationship Balance is calculated, see the examples overleaf or refer to page 8 for Frequently Asked Questions.

<sup>2</sup> Surrender value refers to the amount you will receive if you surrender your insurance policy(ies).

# Examples to illustrate Total Relationship Balance

Example 1: Calculating Total Relationship Balance for customers who hold both sole and joint accounts

Customer name	Account type	Account balance for the month	Total Relationship Balance for the month	Service fee
Mr A & Mrs B	Joint	S\$50,000	S\$50,000 (joint only)	S\$50
Mr A	Sole	S\$150,000	S\$150,000 (sole) + S\$50,000 (joint) = S\$200,000	Waived
Mrs B	Sole	S\$200,000	S\$200,000 (sole) + S\$50,000 (joint) = S\$250,000	Waived

To protect your privacy, we will not include sole account balances when calculating the Total Relationship Balance for joint accounts.

Example 2: Calculating Total Relationship Balance for the month

Account type	Balance from 1-15 May	Balance from 16-31 May	Balance per account for the month
HSBC Premier account	S\$80,000	S\$50,000 (S\$30,000 withdrawn on 16 May)	$\{(\$80,000 \times 15 \text{ days}) + (\$50,000 \times 16 \text{ days})\} / 31 \text{ days}$ = S\$64,516.13
Unit trust investments	S\$70,000	S\$0 (redemption made on 16 May)	$\{(\$70,000 \times 15 \text{ days}) + (\$0 \times 16 \text{ days})\} / 31 \text{ days}$ = S\$33,870.97
Structured deposits	S\$50,000	S\$200,000 (S\$150,000 investment made on 16 May)	$\{(\$50,000 \times 15 \text{ days}) + (\$200,000 \times 16 \text{ days})\} / 31 \text{ days}$ = S\$127,419.35
Total Relationship Balance = S\$225,806.45			

Total Relationship Balance is calculated by adding up the average daily balances of your accounts for the calendar month.

# Reading the HSBC Premier statement

## How will the Total Relationship Balance be reflected?

The image shows a sample of an HSBC Premier Account Statement. It features the HSBC logo and 'Premier Account Statement' on the left, and 'HSBC Premier' on the right. In the top right corner, it says 'PAGE 2', '123-456789', '15/JUNE2011', and '14'. Below this, there are fields for 'CUSTOMER NUMBER', 'STATEMENT DATE', and 'STMT SEQUENCE NUMBER'. A red box highlights the 'TOTAL RELATIONSHIP BALANCE' section, which states 'Your Total Relationship Balance for the previous month in SGD equivalent is 338,888.88'. Below this box is the text 'END OF STATEMENT'. A red arrow points from the date '15/JUNE2011' to a text box on the right that says 'The date reflected in this corner shows the day on which your statement is generated every month.' Another red arrow points from the balance amount '338,888.88' to a text box on the right that says 'Your Total Relationship Balance is shown on the last page of your consolidated statement<sup>3</sup>.' A third red arrow points from the 'END OF STATEMENT' text to a text box on the right that says 'This example shows the Total Relationship Balance for the month of June 2011.' At the bottom left, there is a 'Deposit Insurance Clause' and 'Issued by HSBC Bank (Singapore) Limited (Company Registration No. 201420624K)'. On the bottom right, there is a vertical text '10/06/11 50/06/11'.

HSBC Premier

PAGE 2  
123-456789  
15/JUNE2011  
14

CUSTOMER NUMBER  
STATEMENT DATE  
STMT SEQUENCE NUMBER

**TOTAL RELATIONSHIP BALANCE**  
Your Total Relationship Balance for the previous month in SGD equivalent is 338,888.88

END OF STATEMENT

10/06/11 50/06/11

Deposit Insurance Clause  
Singapore dollar deposits of non-bank depositors are insured by the Singapore Deposit Insurance Corporation, for up to S\$75,000 in aggregate per depositor per Scheme member by law. Foreign currency deposits, dual currency investments, structured deposits and other investment products are not insured.  
Issued by HSBC Bank (Singapore) Limited (Company Registration No. 201420624K)

The date reflected in this corner shows the day on which your statement is generated every month.

Your Total Relationship Balance is shown on the last page of your consolidated statement<sup>3</sup>.

This example shows the Total Relationship Balance for the month of June 2011.

<sup>3</sup> Your Total Relationship Balance will only be reflected on your consolidated statement. If you had previously requested to be sent individual account statements, your Total Relationship Balance will not be shown in your statements. Please contact your Relationship Manager or our 24-hour HSBC Premier banking hotline on 1800-227 8889 (in Singapore) or call collect to (65) 6216 9080 (from overseas) to request for a consolidated statement.



## How is the Total Relationship Balance calculated?

The back of your consolidated statement explains how your Total Relationship Balance is calculated.



# Frequently Asked Questions

**Q: Why does the Bank have a minimum Total Relationship Balance requirement?**

A: At HSBC, we aim to provide high quality service to all our customers. In order to maintain the exclusivity and standards of HSBC Premier, we require a minimum Total Relationship Balance to be maintained by all HSBC Premier customers.

**Q: How is the Total Relationship Balance calculated?**

A: Total Relationship Balance is the total average balance, calculated every calendar month, of HSBC bank accounts in Singapore, held in the same name. The Total Relationship Balance for sole accounts will include related joint account balances. To protect our customers' privacy, we will not include balances from sole accounts when calculating the Total Relationship Balance for joint accounts.

**Q: How much is the service fee?**

A: A monthly service fee of S\$50 will be charged if the Total Relationship Balance for the preceding month is below S\$200,000.

**Q: If one has a qualifying HSBC Premier account outside Singapore, but the HSBC Premier account in Singapore does not meet the minimum balance requirement, will the service fee be charged?**

A: Customers who currently maintain Premier qualifying balances outside of Singapore can provide us with details of the country/region and account number of their overseas HSBC Premier account by calling their Relationship Manager or the 24-hour HSBC Premier banking hotline on 1800-227 8889 (in Singapore) or (65) 6216 9080 (from overseas), and the service fee will be waived.

**Q: What happens if the Total Relationship Balance falls slightly below S\$200,000 due to market fluctuations? Will the service fee be charged?**

A: To allow flexibility for changes in the value of the portfolio, the service fee will only be applied on accounts that have a Total Relationship Balance of more than 10% below the minimum balance requirement of S\$200,000 (ie S\$180,000 and below).

**Q When is the service fee debited?**

A: The service fee will be debited on the 3rd day of the following month. For example, if the Total Relationship Balance for the month of May 2018 is below the minimum balance requirement, a service fee of S\$50 will be debited on 3 June 2018.

**Q: Which account will the service fee be debited from?**

A: The monthly service fee will be debited from the HSBC Premier Account. For customers who do not have one, the service fee will be debited from a Singapore-dollar denominated transactional account first, before a foreign-currency denominated transactional account (if any) is debited. Customers may choose to nominate an account by calling their HSBC Premier Relationship Manager or the 24-hour HSBC Premier banking hotline on 1800-227 8889 (in Singapore) or (65) 6216 9080 (from overseas).

**Q: How will the service fee be reflected in my statement?**

A: The charge will be reflected as HSBC Premier Service Fee.

**Q: What happens if the account has an overdraft facility and the account is overdrawn? Will the fee still be deducted?**

A: Yes, the service fee will be charged, and the overdraft interest will apply for the outstanding amount.

**Q: Where can more information be found?**

A: Please contact our 24-hour HSBC Premier banking hotline on 1800-227 8889 (in Singapore) or call collect to (65) 6216 9080 (from overseas), or speak to a HSBC Premier Relationship Manager. Alternatively, log on to [www.hsbc.com.sg/premier](http://www.hsbc.com.sg/premier) for more information.

# A global network of

## HSBC Premier Centres

- Call us on 1800-227 8889 (in Singapore) or call collect to (65) 6216 9080 (from overseas).

### Branches:

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■ <b>Alexandra Branch</b>	460 Alexandra Road #02-29 Alexandra Retail Centre, Singapore 119963
■ <b>Claymore Branch</b>	6 Claymore Hill, #01-01, Singapore 229571
■ <b>Holland Village Branch</b>	263 Holland Avenue, Singapore 278987
■ <b>Jurong Branch</b>	131 Jurong Gateway Road #01-257/259, Singapore 600131
■ <b>Marine Parade Branch</b>	80 Marine Parade Road, #01-92, Singapore 449269
■ <b>Orchard Dhoby Ghaut Branch</b>	68 Orchard Road #01-60, Plaza Singapura, Singapore 238839
■ <b>Raffles Place Branch</b>	50 Raffles Place Singapore Land Tower #01-03, Singapore 048623
■ <b>Serangoon Garden Branch</b>	62 Serangoon Garden Way, Singapore 555958
■ <b>Suntec City Branch</b>	3 Temasek Boulevard, #02-738, Singapore 038983
■ <b>Hillview Branch</b>	4 Hillview Rise, #01-10 HillV2, Singapore 667979
■ <b>Tampines Branch</b>	10 Tampines Central 1, #B1-18, Tampines One, Singapore 529536
■ <b>HSBC Premier International Centre</b>	6 Claymore Hill, #02-01, Claymore Plaza, Singapore 229571

### Operating hours:

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#### Monday – Friday

9.30 am – 5.00 pm	Branch
9.30 am – 3.30 pm	Counter Services

#### Saturday

9.30 am – 12 pm	Branch
9.30 am – 12 pm	Counter Services

**Closed on Sundays and Public Holidays**

# HSBC Premier Call Centres around the world

<b>Argentina</b>	(5411) 4340 5010	<b>Macau</b>	(852) 2233 3322
<b>Australia</b>	(612) 9005 8192	<b>Malaysia</b>	(603) 8321 5208
<b>Bahrain</b>	(9714) 224 1000	<b>Malta</b>	(356) 21489100
<b>Bermuda</b>	(441) 299 5252	<b>Mexico</b>	(52) 55 5721 3389
<b>Brazil</b>	(55) 41 3307 6099	<b>New Zealand</b>	(64) 9 368 8557
<b>Brunei Darussalam</b>	(673) 2 252 256	<b>Oman</b>	(9714) 224 1000
<b>Canada</b>	(1604) 216 8800	<b>Pakistan</b>	(9221) 3530 4467
<b>Cayman Islands</b>	(1) 345 914 7676	<b>Panama (English)</b>	(507) 205 4751
<b>Channel Islands</b>	(44) 1534 616 313	<b>Panama (Spanish)</b>	(507) 205 4752
<b>Chile</b>	(562) 9156602	<b>Philippines</b>	(632) 976 8080
<b>China</b>	(86) 21 3888 8828 or (86) 400 820 8828	<b>Poland</b>	(48) 22 323 9999
<b>Colombia</b>	(57) 1 3361500	<b>Qatar</b>	(9714) 224 1000
<b>Egypt</b>	(202) 3535 9800	<b>Russia (Moscow)</b>	(7) 495 645 4555
<b>France</b>	(33) 1 55 69 75 75	<b>Russia (St. Petersburg)</b>	(7) 812 313 4555
<b>Greece</b>	(30) 210 696 2165	<b>Saudi Arabia</b>	(966) 1 4066679
<b>Hong Kong</b>	(852) 2233 3322	<b>Singapore</b>	(65) 6216 9080
<b>India</b>	(91) 2266668815	<b>Sri Lanka</b>	(94) 11 4 4722 72
<b>Indonesia</b>	(62) 21 25514722	<b>Taiwan</b>	(886) 2 8072 3012
<b>Jersey</b>	(44) 1534 616 313	<b>Turkey</b>	(90) 212 4440112
<b>Jordon</b>	(9714) 2241000	<b>UAE</b>	(9714) 2241000
<b>South Korea</b>	(800) 1577 3003	<b>UK</b>	(44) 1226 260 260
<b>Lebanon</b>	(9714) 2241000	<b>USA</b>	(1) 716 841 6866
		<b>Vietnam</b>	(84) 8 37 247 666

# Important Notes

Please visit [www.hsbc.com.sg/premier](http://www.hsbc.com.sg/premier) for the latest version of the HSBC Premier Terms and Conditions and tariffs. You can also contact your Relationship Manager for assistance.

The calculation of Total Relationship Balance in this booklet is applicable only to HSBC Premier customers in Singapore.

Information in this booklet is correct at the time of publication.