

Terms and Conditions: Summary Of Changes - Oman:

Section in the new terms and conditions	Change	Summary
1.General	Format	We have converted the Terms into a question and answer format and simplified the language to make it easier for you to understand. We have also separated out the terms and conditions relating to Credit Card, Personal Internet Banking and Mobile Banking. We have also outlined the actions you can take if you do not understand the terms and conditions wording.
1.General 3. Contacting you	Clarifying Know Your Customer (KYC) requirements	You are now required to update your KYC information and refresh it on account reactivation. We have also clarified our KYC requirements for minor accounts and power of attorney holders.
1.General	Our duty to manage financial crime	We have expanded our financial crime management wording to explain examples of the actions we may take to detect, investigate, and prevent financial crime and confirmed our wide discretion to do this.
1.General	Tax Transparency	We have clarified that we are not responsible for providing you with any tax advice
1.General	How you can accept the Terms	We have provided you with the ability to accept the Terms online.
1.General 3. Contacting you	Contacting and notifying you	We have outlined the languages which we will communicate with you in, amended the notification methods which we can use and included an assumption that any communication sent by registered post shall be deemed to be delivered to you 15 working days after it has been posted by us.
1.General	If you leave the Country	We have included a section about what happens if you leave the country and added an explanation of how to close your account if you do so.
1.General	Incapacity and Vulnerability	We have added a section on what happens if you become incapacitated as well as your obligation to advise us if you have special needs.
1.General	Who we are regulated by	We have added a section on who regulates us and what that means for you.
6. Closing your account	Freezing your account	We have expanded the circumstances in which we can freeze or block your account.
1.General	Dormancy	We have clarified when your account may be considered dormant and the consequences of this.
7. Your Information	What we will do with your information	We have clarified when we may need to collect information from you, the rights and protections to which you are entitled with respect to our use of your information and when we can share your information within the HSBC Group and with third parties, regulators and tax authorities both in Sultanate of Oman and elsewhere.
9. Balance information and statements	Balance information and statements	We have explained that duplicate statement requests are charged, that transactions showing in Personal Internet Banking can be recalled and defined what available balance means.

10. Joint Accounts	Joint Accounts	We have explained “either/or” mandates for joint accounts, details of how these will be treated, how the Bank will treat disputes between account holders and a requirement for both joint account holders to consent to an overdraft. Joint account holders are also responsible, jointly and severally, for repaying any overdraft on a joint account.
1. General 11. Set-off (using money in one account to meet a debt on another account)	Set-Off	We have explained our right of set-off, how it works for joint accounts and the ways of doing so, and added our ability to set-off before paying funds of an estate into court in the event of death.
12. Account benefits and features	Account benefits and features	We have included the fact that your joint or sole account(s) may be charged if only one of the joint account holders is Premier, clarified how we would vary your Premier or Advance status, the different notice periods which would apply and where you can find your eligibility for these benefits, and set out the circumstances in which we would close your account(s) without notice.
13. Transfer of your Account	Transfer of your Account	We have included a right for us to transfer you to a different account type where we stop selling a product, where you no longer meet the eligibility criteria or where another product would better meet your needs.
14. Making Payments	Making Payments	We have included an obligation to provide source of funds for certain transactions.
16. International Payments	International Payments	We have included details of the risks involved with foreign currency transactions; and also changed the fees for the beneficiary account on international transfers wording.
17. Your Debit Card	Your Debit Card	We have included details about how your debit card can be used and included our ability to hold an amount in your account while we are waiting for information from the merchant.
18. Cheques	Cheques	We have outlined our commitment not to fill in and present blank cheques unless you are in default and to only file a police case for the defaulted amount. We have also included a warning about the criminal consequences of bouncing cheques and the ability to reject cheques for technical reasons or signature mismatch.
20. What happens if things go wrong	Unauthorised transactions	We have set out the various events that would be considered unauthorised transactions and who will be responsible for these