

Important Notice – Terms and Conditions update

We (“BEAUK” or “the Bank”) have updated our Terms and Conditions to deliver better customer outcomes. Key changes are summarised in the following table and revised Terms and Conditions are applicable from 31 July 2023.

Please read the highlights below and refer to the respective Terms and Conditions for details. Apart from these documents, other Terms and Conditions have also been updated with minor changes. All Terms and conditions are available to download from our website at www.hkbea.co.uk. Alternatively, feel free to pick up a copy from our branches during business hours or request one to be posted to you.

Key changes to the Bank Charges Booklet (e-copy available via: https://www.hkbea.co.uk/pdf/en/Bank_Charges.pdf)		
Item	Before	After
Copying service – copy for presented cheque (page 1)	<ul style="list-style-type: none"> • Within 6 months – £5 per cheque • Over 6 months – £5 per cheque plus retrieval cost from storage minimum £50 	<ul style="list-style-type: none"> • Year 2012 or after – £5 per cheque • Year 2020 or before – £5 per cheque plus retrieval cost from storage minimum £50
Account closed within 6 months from the date of opening (page 2)	£10 per account (or its equivalent in any deposit currency)	Fee waived altogether.
Special presentation of cheque (page 2)	£20	This service is discontinued due to not being used by customers.
Key changes to the Rules Governing the Use of Safe Deposit Box (“SDB”) (e-copy available via: https://www.hkbea.co.uk/pdf/en/safe-deposit-box-t-and-c.pdf)		
Item	Before	After
Partial refund of SDB yearly fee may be available if the Agreement is terminated before the end of one year period (related to Rule 1)	No refund of any yearly fee or any part thereof if the customer terminated the Agreement before the end of any 12-month period.	<p>The Bank will make a pro-rata refund of the yearly fee based on the number of complete remaining months minus one.</p> <p>For example, if the customer terminated the Agreement with 9.5 months of yearly fee remaining, they will receive a refund equivalent to 8 months of the yearly fee. However, if terminated in the final month, no refund will be entitled.</p>
Key changes to the Fixed Time Deposit Terms and Conditions (e-copy available via: https://www.hkbea.co.uk/pdf/en/Fixed_Time_Deposit_T&Cs.pdf)		
Item	Before	After
Penalty fee may be waived and all or part of the accrued interest may be paid to the customer on early withdrawal before maturity date (related to Clause 15)	For early withdrawal before maturity date, a penalty fee may be applied and accrued interest will be lost.	<p>On a case-by-case basis, we may consider waiving the penalty fee and/or pay all or part of the accrued interest for the deposit term on early withdrawal if customers are facing exceptional hardship circumstances.</p> <p>For example, occurrence of events that are out of customer’s control or could not have been reasonably foreseen at the start of the Contract. Such events include diagnosis of a terminal illness. Customer may need to provide suitable documentary evidence for our consideration. Note that a house purchase is not classified as a case of hardship.</p>

Key changes to Current Account, Call Account and Savings Account Terms and Conditions
 (e-copy available via: https://www.hkbea.co.uk/pdf/en/Current_Account_T&Cs.pdf for Current Account, https://www.hkbea.co.uk/pdf/en/Call_Account_T&Cs.pdf for Call Account and https://www.hkbea.co.uk/pdf/en/Passbook_Savings_T&Cs.pdf for Savings Account)

Item	Before	After
Removal of the minimum amount of withdrawal requirement of GBP10.00	The minimum withdrawal is GBP10.00	No minimum amount of withdrawal.
Proof of identity may be required when you make a deposit		To protect your interests and prevent fraud when you make a deposit, we may ask you for proof of identity, i.e. Photo Driving License or Passport. We may decline the deposit without proof of identity.
Proof of identity may be required when you make a payment or withdrawal	To protect your interests and prevent fraud when you make a withdrawal, we may ask you for proof of identity.	To protect your interests and prevent fraud when you make a payment or withdrawal, we may ask you for proof of identity, i.e. Photo Driving License or Passport. We may decline the payments or withdrawals without proof of identity.
Supporting document may be required to support the source of your deposited funds		We may ask you to provide relevant paperwork to support the source of your deposited funds, such as a receipt. We may decline the deposit based on the information provided surrounding the transaction or if you fail to provide us with any requested information.
Supporting document may be required to support your payments and withdrawals		We may ask you to provide relevant paperwork to support your payments or withdrawals purpose, such as an invoice. We may decline the payments or withdrawals based on the information provided surrounding the transaction or if you fail to give adequate information.