

General Terms and Conditions

This document outlines the terms and conditions applicable to customers whose bank accounts, other data and banking services are being transferred from The Hongkong and Shanghai Banking Corporation Limited, Sri Lanka(HSBC) to Nations Trust Bank PLC (NTB).

The data migration process has been carefully designed to ensure:

1. Continuity of banking services with minimal disruption to your day-to-day financial activities.
2. Transparency in how your accounts, contracts, and services are transitioned.
3. Security and compliance with all regulatory and operational standards.
4. Customer convenience with proactive communication and support throughout the transition.

During this period, NTB is committed to maintaining the integrity of your financial data, honouring existing terms where applicable, and ensuring that you have seamless onboarding experience into NTB's banking ecosystem. This includes the transfer of current/savings accounts, fixed deposits, loans, card accounts, digital banking access, and other related services.

Please read the following sections carefully to understand how your products and services will transition, and what actions (if any) are required from your end.

These terms are subject to change in line with regulatory requirements, including but not limited to directives issued by the Central Bank of Sri Lanka (CBSL), the Financial Transactions Reporting Act, and the Foreign Exchange Act.

1. The transfer is planned to take effect on 1st May 2026 (the "transfer date"). Any change to the transfer date will be duly communicated to you.
2. Upon completion of the transfer, your existing HSBC product portfolio will be replicated at NTB. Your deposit/loans account balances, credit card/overdraft limits and outstanding balances, and equivalent value of the rewards points held at HSBC, as of 30th April 2026, will be transferred to NTB, as applicable.
3. You will receive a welcome letter from NTB containing the details of your new NTB account(s) and cards(s). The product information mentioned in the welcome letter shall reflect your HSBC portfolio as of 31st December 2025 and any changes made after this date, including the opening or closure of accounts and/or cards, will not be reflected. Details of any newly added products will be communicated to you in due course. If any of your accounts and/or cards with HSBC are closed prior to the transfer to NTB, that closed account/card will not transfer to NTB and the replacement account/card details listed in the welcome letter will also be cancelled.

4. If you receive any credit cards, debit cards, or cheque books for which the corresponding HSBC account(s) or card(s) are closed at HSBC prior to the transfer date, such cards and/or cheque books will become invalid. You are required to dispose of these items in a secure manner.
5. Your existing HSBC products will be mapped to corresponding NTB products. This will result in new accounts and card numbers. All updated details will be communicated to you securely via the welcome letter from NTB prior to the transfer date.
6. Your benefits will be aligned to the customer segment you are placed within at NTB. These may include fee waivers, preferential rates, and selected travel and lifestyle privileges.
7. Following the transfer, fees and charges will be applied in line with the NTB tariff structure. These will depend on the customer segment and nature of your account relationship with NTB.

Customer Segmentation and Proposition Mapping

1. To ensure consistent service standards and to maintain benefits in line with your current banking relationship, NTB has conducted a thorough review and mapping of customer profiles that were managed under HSBC's segmentation framework.
2. You will be transitioned into NTB's customer proposition which is equivalent to the products and portfolio held at HSBC.
3. Based on your customer segment at HSBC at the time of transfer, you will be transferred to NTB's customer segments as detailed below.
 - 3.1. If you are a new customer without any existing relationship at NTB, the customer segment mapping given below is applicable to you:

Existing Customer Segment at HSBC	New Customer Segment at NTB
Premier Enhanced Proposition	Private Banking Proposition
Premier Proposition	Private Banking Proposition
General Banking Proposition	Nations Nova Proposition

- 3.2. If you are an existing customer at NTB, the customer segment mapping given below is applicable to you.

Existing Customer Segment at HSBC	Existing Customer Segment at NTB	New Customer Segment at NTB
Premier Enhanced Proposition	Private Banking Proposition	Private Banking Proposition
Premier Enhanced Proposition	Inner Circle Proposition	Private Banking Proposition
Premier Enhanced Proposition	Nations Nova Proposition	Private Banking Proposition

Existing Customer Segment at HSBC	Existing Customer Segment at NTB	New Customer Segment at NTB
Premier Proposition	Private Banking Proposition	Private Banking Proposition
Premier Proposition	Inner Circle Proposition	Private Banking Proposition
Premier Proposition	Nations Nova Proposition	Private Banking Proposition
General Banking Proposition	Private Banking Proposition	Private Banking Proposition
General Banking Proposition	Inner Circle Proposition	Inner Circle Proposition
General Banking Proposition	Nations Nova Proposition	Nations Nova Proposition

4. If you wish to upgrade to the Private Banking /Inner Circle proposition, you can reach out to NTB after the transfer date via your assigned Relationship Manager or our 24-hour help desk or by visiting the nearest NTB branch at your convenience during the standard operating hours of the Bank.
5. The customer segment applicable to you shall be mentioned in the welcome letter issued by NTB. All relevant benefits, privileges, and service standards associated with the respective NTB customer segments will be extended to you once the transfer is completed.
6. This mapping is carried out to ensure seamless data migration while preserving the service value enjoyed under HSBC's segmentation model.

Product Specific Terms and Conditions:

Savings/Current Accounts

1. Your existing account features (e.g.: Debit card linkage, standing instructions) will remain unchanged unless officially notified by NTB.
2. Savings accounts will be transferred to NTB at NTB's prevailing interest rate structure which will be effective from the transfer date.
3. The status of accounts maintained at HSBC, including 'active' and 'dormant', will be replicated in the corresponding accounts opened at NTB. Similarly, any blocks, holds, liens or 'freeze' indicators applied at either the account level or the customer profile level will be replicated at NTB.
4. Foreign currency accounts and/or Sri Lankan rupee accounts, which are subject to regulatory directions issued by the CBSL and the Foreign Exchange Act, will be transferred as per their current status. NTB will contact you separately if any updates or regulatory reviews are required after the transfer date.
5. Please note the following regarding the **Children's Accounts**:
 - a) The children's savings account at HSBC will also be transferred to NTB as part of this transfer.

- b) All children's savings account details will be reflected in the welcome letter issued by NTB to the guardian. Please note that debit cards issued for children's savings accounts will be delivered separately via courier and will not be included in the initial welcome pack.

Fixed Deposits

1. All your term deposits transferred from HSBC will retain their interest rates existing at the time of transfer until their original maturity date or next renewal date following the transfer date.
2. All maturity and renewal instructions existing at HSBC at the time of transfer will be replicated at NTB upon transfer.
3. Any interest accrued on your fixed deposit up to the transfer date, but not yet credited to your account, will be carried forward to NTB and credited on the next scheduled interest settlement date.
4. Upon renewal following the transfer, your deposit will be renewed at NTB's prevailing interest rates applicable at the time of renewal.

Loans and Overdraft Facilities

1. All outstanding balances and obligations under HSBC loans and overdraft facilities will be transferred to NTB, and you will remain liable for repayment as per the original terms agreed with HSBC.
2. Existing loan and overdraft facilities will continue at the current interest rate enjoyed at HSBC until the next scheduled repricing cycle following the transfer. Thereafter, NTB's prevailing interest rates will apply.
3. Loan tenure and loan installment repayment dates will remain unchanged.
4. A loan recovery account will be set up automatically and linked to the corresponding NTB savings/ current account.
5. Any standing instruction payments from other banks to your HSBC account(s) will need to be reset to your new NTB account(s) once the transfer is complete.
6. Any overdraft limit enjoyed at HSBC will be reflected in your new NTB current account.
7. If any mortgages have been granted to HSBC as security for your existing facilities, you will be required to execute fresh security documents in favour of NTB. We will provide you with all the necessary details and guidance on the next steps, prior to the transfer. You will not be required to bear any costs in relation to the execution of the security documents. Card transfer date. Customers will be notified of the final date of acceptance for these cheques. Thereafter, only cheques issued under NTB cheque books will be accepted.

Cards

1. HSBC credit limits and account statuses existing at the time of transfer will apply to new NTB cards, based on the data transferred from HSBC.
2. All credit card outstanding balances and obligations under HSBC will be transferred to NTB and remain liable for repayment as per the original terms agreed with HSBC.
3. The cardholder shall remain fully liable for any outstanding balance transferred from HSBC to the new NTB credit card account, regardless of whether the cardholder activates the new NTB credit card or otherwise.
4. Your statement date will remain unchanged, with an additional 20 days (total interest-free period up to 50 days).
5. If your HSBC credit card was issued against a security (e.g. fixed deposit), that security will be transferred to NTB. Once the transfer is complete, NTB will issue your new card on the same secured basis.
6. Upon the transfer to NTB, your credit card payments should be made to your new NTB credit card.
7. Standing Instructions linked to the HSBC card:
 - 7.1. Any standing instructions linked to your HSBC credit card from your HSBC bank account by the transfer date will be automatically applied for your new NTB account.
 - 7.2. Any standing instructions arranged from other banks to your HSBC credit card need to be updated directly with the respective bank using your new NTB credit card details, effective from the transfer date.
 - 7.3. If you have registered your HSBC card with any other external party (e.g. subscriptions), please make sure to update the same with your new NTB credit card details, following the transfer date.
8. Activation of the new card issued by NTB will be considered as consent to the terms and conditions associated with the NTB card.
9. You are advised to review the cardholder Terms & Conditions agreement and product features prior to activating the NTB card.
10. All regulatory declarations or undertakings provided by you to HSBC remain valid and binding with NTB, unless otherwise required by NTB or applicable laws and regulations.
11. By activating cards issued by NTB, you confirm that all details given in your Electronic Fund Transfer Card Declaration for your HSBC card are still correct and you agree to follow the same terms and conditions of that declaration, as required by the law and the Department of Foreign Exchange of the Central Bank of Sri Lanka (CBSL). This declaration, which was originally submitted to the Department of Foreign Exchange through HSBC, remains valid for your NTB card.
12. You will be duly notified about the transfer from HSBC's Rewards Programme to NTB's Rewards/Cashback Programme.

Digital Banking

1. You can access your HSBC portfolio transferred to NTB through the Nations Direct mobile banking app after the transfer date. You are required to register on the Nations Direct mobile banking app, if you are not already registered.
2. Existing NTB customers will retain access to NTB's Digital Banking platforms throughout the transfer period.
3. All bill payee(s) / billers registered with HSBC will be transferred to NTB, except "British Council". We request you to review the bill payees transferred to your Nations Direct mobile banking app, upon activation.
4. All payee(s) registered with HSBC will be transferred to NTB, except for the following:
 - Payees linked to Axis Bank accounts
 - Payees linked to Bimpuh Finance accounts
 - Payees linked to BRAC Lanka Finance accounts
 - Payees registered with Commercial Leasing accounts
 - Payees linked to foreign currency accounts
 - Payees linked to payment methods other than CEFT and within-bank payments

Please note that the payees linked to an HSBC account, which is transferred to NTB, will be automatically updated to reflect the new account numbers at NTB.

We request you to review the payees transferred to your Nations Direct mobile banking app, upon activation.

5. Existing daily transaction limits applicable on the HSBC mobile banking app and / or internet banking will not be transferred to the Nations Direct mobile banking app/ internet banking. You will not be able to set up daily transaction limits on your Nations Direct mobile banking app / internet banking.

Standing Instructions (SIs) on HSBC Savings / Current Accounts

1. Standing Instructions (SIs) set up from your HSBC account, via channels other than HSBC mobile app / internet banking, will be automatically transferred to your corresponding NTB account after the transfer, except the following:
 - 1.1. SIs linked to foreign currency or cross-currency accounts
 - 1.2. SIs to issue pay orders
2. In case of SIs where both the debit and credit accounts are maintained within HSBC and both accounts are transferred to NTB, the SI in the new debiting account at NTB will be automatically updated to reflect the new crediting account number at NTB.
3. You can place new instructions using a valid method supported by NTB after the transfer.

Electronic Standing Instructions (ESI) on HSBC Savings / Current Accounts Placed via Digital Banking Applications

1. All ESIs set up from your HSBC current or savings account prior to the transfer date will be automatically transferred to your corresponding NTB account after the transfer, except the following:
 - 1.1. ESIs linked to foreign currency or cross-currency accounts
 - 1.2. ESIs linked to any payment method other than CEFT and within-bank payments
2. We request you to review the ESIs transferred to your Nations Direct mobile banking app and provide acknowledgement.
3. In the case of ESIs where both the debit and credit accounts are maintained within HSBC and both accounts are transferred to NTB, the ESI in the new debiting account at NTB will be automatically updated to reflect the new crediting account number at NTB.
4. You can set up new ESIs after the transfer date via the Nations Direct mobile banking app / internet banking.

Standing Instructions Set Up from Other Banks (Inward Transfers)

1. If you have set up an SI via channels other than the mobile banking app / internet banking, or an ESI via mobile banking app / internet banking, at any other bank, including NTB, to send funds to your HSBC account, please update the same to reflect your new NTB account number which corresponds to the HSBC account with effect from the transfer date.
2. For local or international remittances (e.g., Inward remittances, fund transfers, periodic credits), notify the sender or institution to use your new NTB account details with effect from the transfer date to avoid delays or rejected transactions.

Cheque Books

1. Issuance of New Cheque Books
 - 1.1. Your NTB cheque book will be ready for use from the transfer date. In the event there is a change to the transfer date, it will be duly communicated to you.
 - 1.2. New NTB cheque books will be issued only to customers with active HSBC current accounts who have previously used a cheque book. For dormant accounts or new cheque book issuance requests, please visit the nearest NTB branch to reactivate your account and/or to submit your request.
 - 1.3. The number of leaves in your NTB cheque book have been aligned with your existing preference at HSBC, ensuring consistency in your cheque usage.

- 1.4. Any changes to cheque book features, charges, or terms will be communicated to you in advance.
- 1.5. As part of the initial issuance, you will be provided with one cheque book. If additional cheque books are required, a fresh request must be submitted through one of the following channels:
 - 1.5.1. Nations Direct Mobile Banking / Internet Banking
 - 1.5.2. Any NTB Branch
2. Cheque Clearance and Processing:
 - 2.1. NTB cheques will be valid for transactions only after your NTB account is activated.
 - 2.2. Cheques issued under HSBC cheque books will remain valid for 2 months after the transfer date. Customers will be notified of the final date of acceptance for these cheques. Thereafter, only cheques issued under NTB cheque books will be accepted.
 - 2.3. Cheques will be cleared on the same day, subject to availability of funds and that all other terms are met.
 - 2.4. Cheque deposit boxes are available at all NTB branches. They can be used during banking and non-banking hours.

Nominations on Accounts

Your nominations will not be transferred from HSBC to NTB. Therefore, if you have placed any nominations for your existing accounts held with HSBC, and you wish to replicate these to the corresponding accounts opened for you at NTB, you are required to submit a fresh nomination form to the nearest NTB branch. This must be done after the transfer date, once your account transfer and activation at NTB are completed.

Please find the relevant nomination forms below:

- Nomination form for all / specific accounts <link to the downloadable forms section>
- Overseas nomination form for all / specific accounts <link to the downloadable forms section>
- Nomination form for all / specific accounts applicable for clergy except Buddhist monks, as per regulatory requirements <link to the downloadable forms section>

Important: The nomination form must be signed at an NTB branch in the presence of two NTB staff members as witnesses, except for overseas nominations where the signing will take place during a video call.

Additionally, a copy of the nominee's identification document is to be submitted along with the nomination form.

Nominations can be provided for the following account types -

- Individual Savings Accounts
- Individual Fixed Deposits
- Individual Call Deposits
(For both Sri Lankan Rupee and foreign currency accounts.)

Powers of Attorney (PoA)

In the event an account-specific PoA is granted for the operation of your accounts held with HSBC, you are required to execute a fresh PoA incorporating the authority to operate your new accounts at NTB. The newly executed and duly registered PoA must be submitted to NTB to enable your attorney to carry out instructions pertaining to your new NTB account(s).

If your Power of Attorney (POA) is not account-specific, please visit your nearest NTB branch with the original POA document. Our team will review it and inform you whether the POA is acceptable for your attorney to provide instructions relating to your new NTB account.

Salary Transfer

If your salary is currently credited to your HSBC account, please ensure that arrangements are made to have the salary credited to your new NTB account once the transition is complete.

Local Pension Remittance

Your monthly pension remittance currently credited to your HSBC account will be reassigned to your newly opened NTB account. This change will take effect from the applicable pension cycle in May 2026, without any action required from your end with the Department of Pensions, Sri Lanka.

Withholding Tax (WHT) Certificate / Declaration

Financial Year 2026/2027

If you have submitted the WHT declaration to HSBC before the transfer date, the same will be updated to your new accounts at NTB. If not, you will be required to provide a new declaration addressed to NTB (including the new NTB account number) to your closest NTB branch, after the transfer.

Financial Year 2025/2026

HSBC will provide you with your Withholding Tax (WHT) certificate for the financial year 2025/2026 prior to the transfer. If you wish to receive the same certificate after the transfer, please reach out to us after the transfer date.

Correspondence Details

1. If you are a new customer to NTB (without any existing relationship), all correspondence relating to your transferred HSBC portfolio will be done via your correspondence details registered with HSBC such as postal address, email and mobile number.
2. If you are an existing NTB customer, correspondence relating to your HSBC portfolio will be done as mentioned below:
 - 2.1. Prior to the transfer, all correspondence will be done using your correspondence details registered with HSBC such as postal address, email and mobile number. This includes delivery of the welcome pack(s) and any other communication.
 - 2.2. After the transfer, correspondence will be done as below:
 - 2.2.1. The postal and email address given to HSBC will be used for future correspondence relating to credit cards, and your correspondence details existing with NTB will be used for future correspondence relating to all your other products such as Savings, Current, Deposits and Loans accounts.
 - 2.2.2. The mobile number existing with NTB will be used for future correspondence (transaction alerts, SMS notifications, OTPs, digital banking access etc.) for all your products including credit cards.
 - 2.2.3. For any changes or updates on your contact information given to NTB, please contact NTB through your assigned relationship manager or the 24-hour help desk, or visit your nearest NTB branch at your convenience during the standard operating hours of the Bank.(2.3.)

Welcome Pack Delivery Guidelines:

1. If you are unavailable at the time of delivery, the welcome pack may be handed over to another individual authorized by you (Authorized Recipient) at the specified address, provided that certain conditions are met.
2. The Authorized Recipient accepting the welcome pack must:
 - 2.1. Be physically present at the delivery location.
 - 2.2. Present a valid form of identification (such as NIC or passport).
 - 2.3. Provide a signature acknowledging receipt of the welcome pack.
3. Our delivery agent will record the identification details of the Authorized Recipient and clearly document that the welcome pack has been accepted by the Authorized Recipient on your behalf.

Customer Support

For more information in relation to the transfer plans, you may contact our 24-hour help desk at (011) 441 4151, visit www.nationstrust.com/migration or visit any branch within the Nations Trust Bank network at your convenience during the standard operating hours of the Bank. However, please note that until the transfer date, NTB staff will not be able to address queries specific to your existing HSBC customer portfolios. For such matters, you are required to contact HSBC.