

This form is to be used to request closure of loan accounts and discharge of property/security as well as other associated credit cards and deposit accounts held by HSBC Bank Australia Limited.

Please check that all details have been completed and necessary signatures have been obtained. Return the completed form to your HSBC Relationship Manager/Branch, call 1300 301 168 or fax to (02) 8987 5909 .

HSBC requires a minimum of 21 business days to action this discharge request.

## Customer Details

New instruction

Change to existing instructions

Customer Number

Individual Borrower(s)

Company/Trust Borrower

Are the accounts held under joint names?

No

Yes

Individual Customer/mortgagor/name 1:

Company/Trust Customer/Mortgager/Name:

  


Mailing address for correspondence:

State

Postcode




Contact phone number (include area code)

Customer correspondence fax number (include area code)

( )

( )

Date above address becomes effective

## Security/Property Information

Property/security will be (see end of form for more information):

Refinanced

Release only

Sold

Sale & Purchase

Paid out of own funds

Reason for refinance:

Interest Rate

Product Features

Credit Policy

Customer Service

How many properties are to be released?

List all properties or securities to be released in this request:

1.

State

Postcode

Preferred settlement date

Document collection branch (release only):

## Legal representative, Financial Institution details or Person Collecting Documents

Legal representative

Settlement agent/person collecting documents:

Phone number (incl area code) Fax number (incl area code)

( )  ( )

Email address (mandatory)

Other bank/finance company (refinance only)

Representative/reference

Phone number (incl area code) Fax number (incl area code)

( )  ( )

Email address (mandatory)

## Loan Account Information (see overleaf)

How many loan accounts are to be closed and/or retained?

Account number(s)	Payout & close	Retain account	Reduce limit to	Other customer instructions
1. <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$ <input type="text"/>	<input type="text"/>

Do the above Loan Account(s) have Deposit Offset Account(s) linked?

**Note:** Deposit Offset Account can only be linked to Variable Rate Loan)

No

Yes

### Important Information:

**Fixed Rate Loan** - Changing your fixed rate loan may incur a break cost. See your loan contract terms and conditions for details of the break cost calculation.

## Deposit Accounts and Credit Cards Information

Do you have any accounts to be closed (e.g. Day to Day account, Premier Master Card, etc.)?

No  Yes

How many accounts are to be closed?

Account number(s):	Account Type
1. <input type="text"/>	<input type="text"/>

**Complete 'Surplus Funds Instruction' below for disbursement of surplus funds**

## Shortfall Funds Instruction

Please debit any shortfall of settlement funds and/or fees from the following account

**HSBC Account Number**

BSB (Branch Number)

Account number

Account name

## Surplus Funds Instruction

Please credit any surplus funds to one of the following:

**HSBC Deposit Account**

BSB (Branch Number)

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Account number

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Account name

**Bank Cheque** (*Mailed to your address. Bank Cheque Fee will apply. Standard Terms and Conditions will apply.*)

**Non HSBC Account** (*Telegraphic Transfer (TT) Fee will apply.*)

BSB (Branch Number)

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Account number

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Account name

## Declaration

I/We authorise HSBC to provide my Representative with information about our Loan Accounts and Security as they may request. Please arrange the appropriate discharge of Security and repayment of our Loan Accounts and upon completion hand all relevant documents to my Representative.

If I/We currently have: Salary Crediting, Direct Debits, Cheque Books; and/or, ATM cards or Visa Debit Cards linked to the Loan Account/s, I/We undertake that:

- 1) I/We will have in place alternative arrangements prior to the discharge settlement.
- 2) I/We authorise ATM card/s, Visa Debit card/s and Cheque Book/s to be cancelled and stopped at the earlier of:
  - i. The date upon which a discharge settlement is booked; or
  - ii. The date upon which HSBC calculates and provides the final payout figure to me/us or my/our Representative; or
  - iii. The date when the cards or cheque books is/are returned to HSBC.
- 3) any debit transactions received for processing to the Loan Accounts will be dishonoured, if the transactions are received by HSBC for processing after:
  - i. a discharge settlement is booked; or
  - ii. HSBC calculated and provides the final payout figure to me/us or my/our Representative.

I/We understand that once the discharge settlement has been arranged, restrictions will be placed on relevant loan accounts, and as such cannot transact on these accounts.

Please note all parties to the Loan Account(s) **MUST** sign this form.

Name of Customer 1		Name of Customer 2		Name of Customer 3		Name of Customer 4	
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>	
Signature		Signature		Signature		Signature	
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>	
Date signed	SV	Date signed	SV	Date signed	SV	Date signed	SV
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Company Director/Trustee 1		Company Director/Trustee 2		Company Director/Trustee 3		Company Director/Trustee 4	
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>	
Signature		Signature		Signature		Signature	
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>	
Date signed	SV	Date signed	SV	Date signed	SV	Date signed	SV
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Office Use Only**

Checklist	Yes	No	Action
Customer Verification	<input type="checkbox"/>	<input type="checkbox"/>	Please verify with customer for authentication of discharge request
	<input type="checkbox"/>	<input type="checkbox"/>	Please verify customer signature
ATM Card/Visa Debit Card	<input type="checkbox"/>	<input type="checkbox"/>	Please destroy ATM Card/Visa Debit Card
Unused cheque(s)	<input type="checkbox"/>	<input type="checkbox"/>	Please destroy unused cheque(s)
Unpresented cheque(s)	<input type="checkbox"/>	<input type="checkbox"/>	Please stop unpresented cheque(s) as these will not honoured after account is closed.
Standing instruction(s)	<input type="checkbox"/>	<input type="checkbox"/>	Standing instruction(s) must be cancelled and/or transferred to a new account. Note: Pay attention and take appropriate actions if there is a standing instruction for Safe Deposit Box.
Direct Debit/Credit processed to the account	<input type="checkbox"/>	<input type="checkbox"/>	If 'Yes', allow 2 working days for the transaction to be cleared by the other bank. If 'No', proceed to close the account.

*Request checked by*

Name

Signature

Date

### Important Information

- Complete this form to request to discharge your home loan. Please check that all details have been completed and necessary signatures have been obtained
- Return the completed form to your HSBC Relationship Manager/Branch, call 1300 301 168 or fax to (02) 8987 5909.

### Why do I need to complete a Discharge Authority?

A Discharge Authority needs to be completed and signed by all customers and mortgagors to enable HSBC to release a security over a loan.

Until all information is received, the bank is unable to process the request. This may result in settlement being delayed. Incomplete forms will not be accepted and will be returned to the customer. If any fields are not applicable to your request, please mark them N/A.

### Other Information

**Fees:** There are fees to cover the bank's costs in releasing a security. The fees may vary and the range of possible fees are detailed within your loan contract and in HSBC's 'Personal Financial Charges for Home and Investment Property Loans' booklet available from your local branch or at [www.hsbc.com.au](http://www.hsbc.com.au).

**Registration (releases only):** HSBC can register the Discharge of Mortgage at the Land Titles Office on your behalf (Qld excluded). However this will incur additional fees and significantly delay the return of your documents. Alternatively, you can collect your Certificate of Title and the Discharge of Mortgage from your preferred HSBC branch and register the discharge yourself at the Land Titles Office.

### Customer Details

Please indicate if this is a new instruction or an amendment to an existing request by ticking the appropriate box.

Please enter all customer and security/mortgagor holder names, as detailed on your loan contract and/or mortgage.

The customer number can be found on the top right hand side of your statement.

Please indicate the mailing address for any correspondence, the date this becomes effective and a correspondence fax number.

### Security/Property Information

**Refinanced:** Indicates you are moving your loan to another financial institution.

**Sold:** Indicates you are selling your property and a Contract of Sale has been completed and signed.

**Release only:** Indicates that you are requesting HSBC to release your property title to you. If you no longer have a home loan with HSBC, please advise which HSBC branch you would like to collect your property title from or, if you still have a home loan, first contact your branch or call 1300 301 168.

**Properties/Securities List:** Please list separately the properties or securities you wish to discharge in this request.

**Victorian Properties Only – Section 27:** If you have sold your property and a Contract of Sale has been signed by all parties, the purchaser may agree to release the deposit amount to you prior to settlement. If this box is ticked, HSBC will prepare a Section 27 statement to assist the purchaser in making a decision.

### Legal Representative, Financial Institution Details or Person Collecting Documents

HSBC is only authorised to disclose any matters relating to your application with agents authorised by yourself.

**Legal Representative** – Please indicate the name and contact details of the legal representative acting on your behalf and details of the specific agent attending settlement (if known). If you do not wish to use legal representation and wish to deal with this transaction yourself please enter N/A in these fields.

If you are moving your loan to another financial institution, please advise all relevant contact details.

### Loan Account Information Section

All accounts associated with the security being released must be listed.

For each account, please indicate whether you would like HSBC to 'Payout & Close' or 'Retain account'. The latter option is only applicable if

- a) existing security is going to remain with HSBC after settlement, or
- b) for continuation of transactional accounts associated with Line of Credit product types, that are not in the name of a company and/or trust.

The 'Reduce limit to' field is also only applicable if existing security is going to remain with HSBC after settlement. Please contact your banker to discuss the limit reduction and discharge process.

**Surplus Funds:** Any credit funds remaining following settlement and disbursement of proceeds as instructed (after interest, fees and charges have been deducted) will be returned to you. Please nominate the HSBC account you wish these funds to be deposited into.

### Deposit Account and Credit Card Information Section

Indicate here all the accounts you require HSBC to close.

If any of these accounts have surplus funds, please ensure Section 7 is completed.

**Shortfall Funds Instruction**

Indicate here where to debit any additional settlement funds and/or fees that will be required to enable completion of settlement. The account must be an HSBC bank account. For any additional funds required from another financial institution, please arrange for bank cheque payable to 'HSBC Bank Australia Limited' to be provided at settlement.

**Surplus Funds Instruction**

Indicate here where to credit any surplus funds once discharge settlement has been completed.

Funds can be electronically transferred to a nominated HSBC bank account or other financial institution.\*\*.

Alternatively, a bank cheque payable to the borrower's\*

*\* Mailed to your address. Bank Cheque Fee will apply. Standard Terms and Conditions will apply.*

*\*\* Telegraphic Transfer (TT) Fee will apply if transfer is to a non-HSBC Account.*

**Declaration and Submission**

**IMPORTANT** – Please check that all details have been completed and necessary signatures obtained. Any missing or illegible information may result in the return and resubmission of the form and delays to the discharge process.

Once the discharge settlement has been arranged, restrictions will be placed on relevant loan accounts, and as such cannot accounts cannot be transacted upon.

**Note:** HSBC Bank Australia Limited does not undertake any check of the completeness of the title to the land or any deeds or documents.

Return the completed form to your HSBC Relationship Manager.

**Making the Final Payment**

If you are paying out a loan and ordinarily make loan repayments by direct debit, you agree to provide the final repayment up front rather than by direct debit, including this repayment in the pay out. This is to ensure that we receive cleared funds by the settlement date. Provided we receive this final repayment on or before the settlement date, we will endeavour not to process the direct debit for the repayment but if we do, we will refund the amount to you as soon as practicable after settlement.