



17 October 2019

HSBC

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HSBC NZ ATM Card switch-off

We have a small number of customers who are still using our old ATM Cards. HSBC New Zealand will be discontinuing these during the week of 28th October 2019, and they will no longer work after this time.

If you've actively used your card in the last 12 months, we've sent you a separate email or letter. Your ATM Card will continue to work up until midnight on 31 October 2019.

If you're up and running with your new Debit Mastercard® (the card number will begin with 537976), then read no further – you're all set.

Why are we doing this?

Over the past year we have been sending out our HSBC Debit Mastercard to active cardholders, to replace these ATM Cards.

Which card do you have?

The older ATM Card numbers begin with either 589726 or 504595. These cards will not work after the end of October 2019.

What do you need to do?

- If you have a Debit Mastercard, but haven't activated it as yet, please follow the activation steps detailed at our website. These are listed under the Frequently Asked Questions section of our [Debit Mastercard](#) page (How do I activate my card?).
- If you don't have a Debit Mastercard, or perhaps the separate PIN mailer hasn't arrived, please get in touch with us so that we can send one out.

To do this, or for any further details, please send us a secure message in Internet Banking, or call us on **0800 80 23 80** from within New Zealand or **+64 9 918 8350** from overseas (international toll charges apply).

Regards
HSBC New Zealand

The small print

The [HSBC Debit Mastercard Terms and Conditions](#) apply.

Fees and charges apply to the HSBC Debit Mastercard. Available online with our [Retail Banking and Wealth Management Fees and Charges brochure](#).

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