



We improved our Product Switch application process

Great news – we listened to your feedback and improved our Product Switch application process.

We introduced a 'Cancel' button on our Broker Platform, allowing you to cancel the application without the need to contact our Broker Helpdesk. Once the Product Switch application has been cancelled, you can then key a new application on a new rate.

Please note, if a booking fee has already been paid, you will still need to contact our Broker Helpdesk using ['Chat with us'](#) to request the change.

Premier Rate eligibility criteria reminder

Our Premier mortgage rates are only available for existing HSBC Premier current account holders.

Please confirm with your customer that they are a Premier account holder before submitting an application.

If the Premier account is not open prior to submission, a rate from our standard range will need to be selected. Once the Premier account is open, an [Application Amendment Form](#) can be submitted, or a rate change completed via our ['Chat with us'](#) service to secure a preferential rate.

Current Service Levels

Please note, our Service Levels are now **updated daily** on the [broker website](#). Before contacting our Broker Support Team for a case update, please check the case tracking facility **and** the messages section on our [broker portal](#).

HSBC UK

For Intermediary use only.