

Changes to your registration with HSBC UK

For changes to a Network (Principal Firm) and / or FCA number, or to change your office address, please ask your Network or Firm Compliance Team to email our **Admin & Ops Team** at intermediary.registrations@hsbc.com confirming the changes.

*When changing Firm / Network, any submitted applications that are pre-completion will need to be transferred, either to you under the new Firm / Network or to another Broker with your previous Firm. The Compliance Team from your previous Firm / Network will need to request the transfer of cases to the above email address.

**If a transfer is not requested, the case will progress to completion subject to no amendments being made to the application. If any Administrators are linked to the case, they can call for status updates.

To register with a new email address please provide the following details:

Full name:

FCA number:

Has your Firm name changed?

YES

No

Has your Network changed?

YES

No

Please confirm the email address that is no longer used:

Are you re-registering with HSBC UK?

YES

No

If yes, please provide your new email address and FCA number:

To register with a new Firm using your existing email address, please provide the following details:

Full name:

FCA number:

Email address:

New FCA number:

If you have requested a reset to your password using the broker platform, and do not receive an email in response to this, or if you have forgotten your memorable information, please provide the following details:

Full name:

Email address:

Please title the email 'PASSWORD RESET' and you will receive a response within 24 hours.