



Deputy Montfort Tadier,
Scrutiny Office
States Greffe
Morier House
St Helier
Jersey
JE1 1DD

HSBC Bank plc, Jersey Branch
HSBC House
St Helier
Jersey
JE1 1HS

04 October 2024 **By e-mail only**

Dear Deputy Montfort Tadier,

**HSBC Bank plc, Jersey Branch (“HSBC.J”)
Economic and International Affairs Scrutiny Panel (“EIASP”)
Reference: Acceptance of Cash Payments Review 24SEP24**

Further to the EIASP’s **Letter** to HSBC.J inviting views and information on the subject of access to cash.

HSBC.J is committed to financially supporting our Island and our Islanders. We recognise the value our Islanders place on face-to face banking via our branches (including access to cash), and also our on-line and digital services which support our personal and commercial customers at times convenient to them. In January 2024, we re-opened our branch in a central location on King Street after a significant investment to update the premises. This included opening on Saturdays and a five-days a week counter service. In the King Street branch, HSBC.J also installed 7 new multi-functional devices that enable our personal and commercial customers to deposit and withdraw cash in addition to accessing statements and making transfers.

HSBC.J are pleased to confirm that the Jersey Bankers Association (JBA) plan to provide a consolidated response to the request. HSBC.J will defer to the JBA response.

Yours sincerely

Alvaro Teixeira

Head of Wealth & Personal Banking

HSBC Expat, Channel Islands & Isle of Man

HSBC Bank plc, Jersey Branch

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