

Welcome to the HSBC UK Bank plc Redemption FAQs

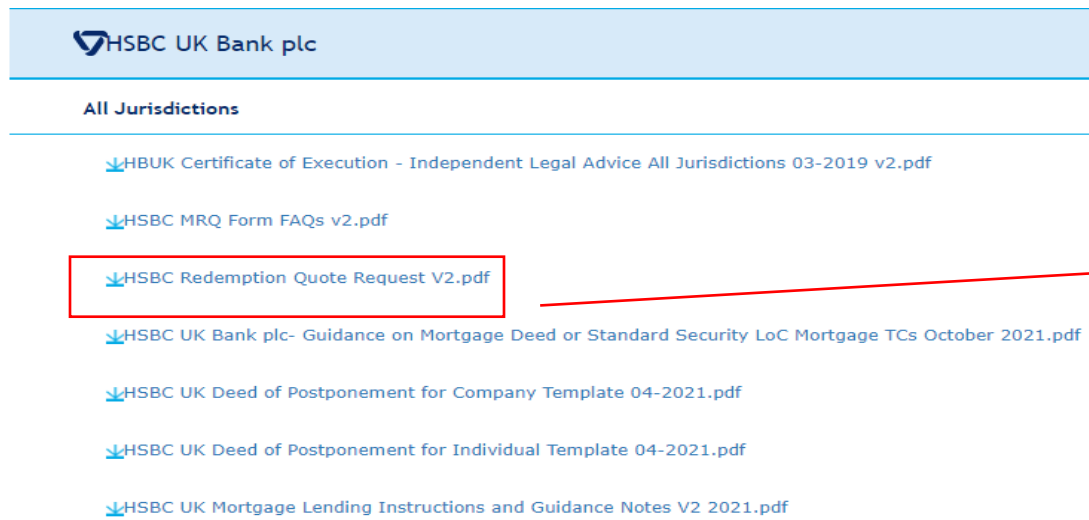
We hope the information here will help you understand the service provided by HSBC UK Bank plc. Sending the redemption request to HSBC UK Bank plc electronically will eliminate transportation delays and direct the correspondence straight to the processing team. The process should be a smooth and simple one for you. If you require further clarity or information, please contact HSBC UK Bank directly.

Frequently asked questions

What if I can't open the form?

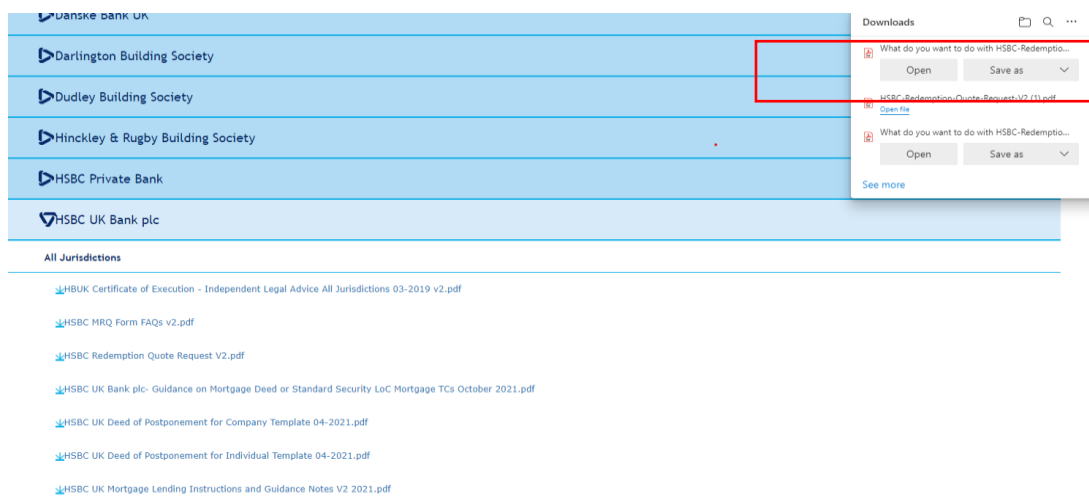
- If you receive an error message when opening the form, you should download and save a local copy and open with Adobe Acrobat Reader. You should also select Adobe Acrobat Reader as your default for opening this type of file if you do not want to save a local copy every time you submit a form. It is important that each time you submit a request that you obtain the form from the LMS Conveyancer Zone in case there is an updated version.
- If you have Microsoft Edge and are facing difficulty in opening the form, you may refer to the instruction below

Step1:



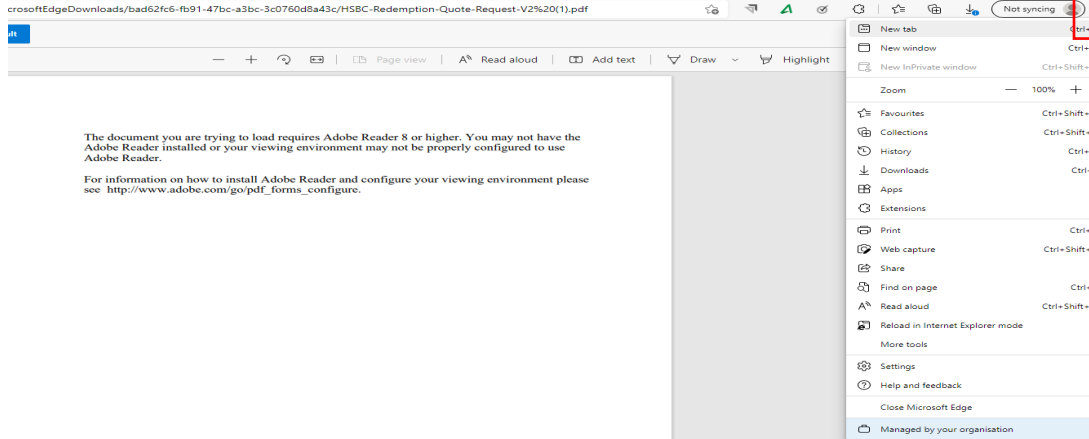
Select the form you would like to use

Step 2:



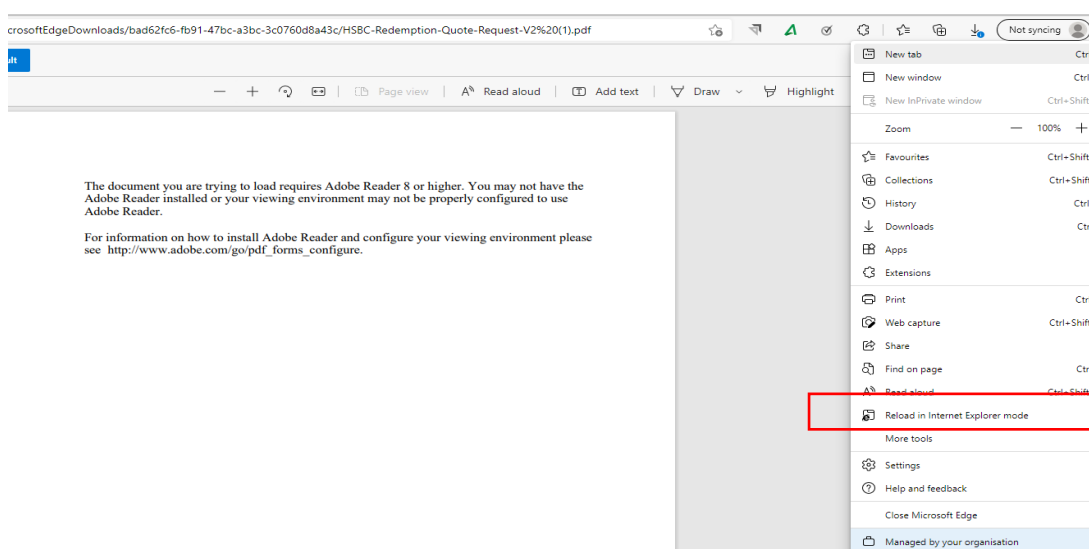
Select 'Open'

Step 3:



Select the three dots at the top right of the page

Step 4



Select 'Reload in Internet Explorer mode'

Can we amend the body of the email?

No, amending the email may result in a corrupt data transfer.

Will HSBC UK Bank plc still accept a paper request by post or fax?

No. Covid-19 has accelerated the requirement to utilise automation. Faxing/posting correspondence will delay your request. The ability to Fax HSBC will shortly be demised completely.

Are further copies of the form available?

The most up to date version of the form can be obtained from the LMS Conveyancer Zone.

Confirmation of receipt and processing.

You will receive an automatic response confirming successful submission of the form. To support HSBC in ensuring cases are correctly prioritised please only call/WebChat them if it is urgent.

I haven't received my quote yet. Should I submit a new form?

Please do not submit multiple requests. You will receive a response within the outlined SLA within the auto response email.

A form has been submitted, but there has been no email response.

The HSBC form is set so a response will be received by the sender with a successful receipt or a failure receipt. Please check other folders within your inbox if HSBC's response has dropped into an alternative folder.

My request is urgent.

HSBC have requested that the form is still submitted electronically. Please note it takes around 25 minutes for the transmission of the form to reach the customer file. Please only contact HSBC if your redemption request relates to a same day completion.

All the fields appear to be correct, however the validation field is not showing?

Please check the page 1 instructions provided by HSBC, in relation to the formatting of each field, in order to be successfully validated.

Multiple redemption requests: can more than one form be submitted on one email?

A form can contain multiple requests for the same customer(s), i.e if they have 3 mortgage accounts these can be submitted on the same form. If you are requesting redemption quotes for unrelated customer(s), separate forms will be required.

I am on LMS' panel but with a different lender, can I still use the form?

Yes, for redemption requests only. Should you wish to join the HSBC panel, please visit the LMS website where details of the HSBC panel criteria can be viewed.

How do I know this process is secure?

This account is specific to HSBC UK Bank plc. When received by HSBC, all details are cross referenced by their internal teams to eliminate any fraudulent attempts.

Can we amend the default email or add to the subject line?

No, this will corrupt the submission and will result in the submission being rejected by HSBC.

What software does this require if any?

Released in 2008, Adobe 8 is the minimum software that is required. Adobe versions pre-dating 2008 will require an update to support this process.

Can the form be saved for recording purposes?

For file purposes, yes. However, this should not be saved and edited locally or reused. To ensure you are using the most recent version you should go to LMS Conveyancer Zone and obtain a new form each time you wish to submit. This will ensure the data is correct and the most up to date document is being utilised.

What happens if HSBC UK BANK PLC's mortgage account number is incorrectly transposed?

If the reference cannot be matched to an active case our team will call you to request a new submission.

How do we contact HSBC UK BANK PLC?

Please read the page1 instructions prior to contacting HSBC. Should your query not be answered, you can WebChat here or telephone us on 0370 6007722

Can I use this form for first direct queries?

No. At present this process is only available for HSBC UK Bank PLC