

## **Christchurch Earthquake**

### **Message for our Christchurch and South Island customers**

Our thoughts are with you, our customers, colleagues and your families in the Christchurch and Canterbury areas affected by the earthquake on 22 February.

We are working to ensure that full services are available to you. Information for HSBC Business customers follows, with information for HSBC Personal customers on page two.

### **Business Customers**

Our Christchurch Office currently remains closed and at this stage is likely to remain so for several weeks.

In the meantime below are the contact details for Trade (Export/Import), Treasury, Corporate and HSBCnet in our Auckland office to ensure communications between clients and HSBC are not compromised and service disruption is kept to a minimum.

The courier and mailing addresses for all areas are:

- The Hongkong and Shanghai Banking Corporation Limited, HSBC House, Level 9, One Queen Street, Auckland 1010, New Zealand.
- The Hongkong and Shanghai Banking Corporation Limited, PO Box 5947, Wellesley Street, Auckland 1141, New Zealand.

### **Trade Services**

- All Trade documents are to be couriered to HSBC House, Level 9, One Queen Street, Auckland 1010, New Zealand - until further notice
- For updates on Trade information, payments and receipts please contact Leanne Buttimore in the first instance and you will be re-directed accordingly.

Contact details for Leanne Buttimore, Manager Trade and Supply Chain are:

Phone: 09 918 8730

Fax: 09 918 8798

Mobile: 021 190 5164

Email: [leannebuttimore@hsbc.co.nz](mailto:leannebuttimore@hsbc.co.nz)

### **Treasury**

Initial contact details are: Trevor Pye, Manager Treasury

Phone: 09 9134040

Fax: 09 918 8699

Mobile: 021 1901133

Email: [trevorpye@hsbc.co.nz](mailto:trevorpye@hsbc.co.nz)

### **Corporate Banking**

Initial contact details are: Brent Malcolm, Head of Corporate Banking

Phone: 09 918 8718

Fax: 09 918 8799

Mobile: 021 550 684

Email: [brentmalcolm@hsbc.co.nz](mailto:brentmalcolm@hsbc.co.nz)

Please also note that Colin Ross and Gerald Ryan from our Christchurch office are able to access their emails and be contacted on their mobiles, so please feel free to communicate directly with them on your ongoing requirements.

### **Payments and Cash Management and HSBCnet**

Initial contact details are: Cath Henry, Head of Payments and Cash Management  
Global Payments & Cash Management.

Phone: 09 918 8600

Mobile: 021 318 983

Email: [cathhenry@hsbc.co.nz](mailto:cathhenry@hsbc.co.nz)

## **HSBC Personal Customers**

Whilst our Christchurch Office currently remains closed our HSBC internet banking services and Call Centre are unaffected. The Call Centre can be contacted on 0800 80 23 80.

HSBC Premier customers should call their Relationship Manager or call 0800 028 088.

Many of our South Island customers will use Westpac branches and ATMs. A small number of Westpac's Christchurch branches and ATMs remain closed. Please visit Westpac's website ([www.westpac.co.nz](http://www.westpac.co.nz)) for updates on the Christchurch branches and ATMs that are operating.

### **Information for Customers with HSBC Insurance policies affected by the earthquake**

#### **House and Contents claims**

All insurance enquiries for house and contents claims should be directed to the Earthquake Commission (EQC) on 0800 326 243 or access a claim form through the EQC website at [www.eqc.govt.nz](http://www.eqc.govt.nz)

We recommend you contact the EQC as soon as possible to give them any details of damage sustained to your property and if necessary to lodge a claim.

### **Vehicle and Other Claims**

Please refer to your HSBC insurance policy which will be underwritten by Lumley or AIA Insurance. Lumley can be contacted on 0800 554 836 (office hours) and AIA Insurance on 0800 800 242 or 09 488 8800.

### **Customer Donations**

If you would like to donate money to the people of Christchurch there are several options for you.

We have opened a Christchurch Earthquake Fund account at HSBC – HSBC Red Cross Christchurch Earthquake Fund. The account number is 30-2933-0099603-91. You can deposit your donation in a branch or transfer donations using internet banking. Any funds raised in this account will be donated to the New Zealand Red Cross 2011 Earthquake Appeal. HSBC will waive or refund our fees incurred in making the donation.

To those who have already made a donation to the HSBC account, we thank you for your generosity to the people of Christchurch.

If you require a receipt for tax purposes, then the New Zealand Red Cross has established an appeal fund, the “New Zealand Red Cross 2011 Earthquake Appeal”. Donations to this appeal can be made:

- online at [www.redcross.org.nz/donate](http://www.redcross.org.nz/donate) or
- by cheque to: New Zealand Red Cross 2011 Earthquake Appeal, Freepost 232690, PO Box 12140, Thorndon, Wellington 6144.

Another option, to support business recovery in Christchurch, is to make a donation to the Canterbury Business Recovery Trust Fund. Information on the Fund and how to make a donation is available on [www.recovercanterbury.co.nz](http://www.recovercanterbury.co.nz)

A further option is to donate to the New Zealand Government Christchurch Earthquake Appeal. The Account number is 03 0251 0039807 00. Donations can be made at any Westpac branch, by online banking or through [www.christchurchearthquakeappeal.govt.nz](http://www.christchurchearthquakeappeal.govt.nz) (If made through this website a charitable donation receipt can be requested for donations greater than \$5.00.) Alternatively, call into one of our branches where staff will be happy to assist (we will waive our fees).

Updated 4 April 2011