

<b>Money transmission</b>	<b>Volumes</b>
Account maintenance fee	88
Automated credits	21,072
Branch cash in (note)	174,177
Branch cash in (coin)	20,363
Branch cash out (note)	101,929
Branch cash out (coin)	6,142
Branch cash withdrawals - encashment	400
Cash paid in- cash centre (simple)	202,472
Cash paid in- cash centre (complex)	636,285
Cash centre - bulk till coin	18,770
Cheques paid	34,077
Direct debits paid/unpaid	11,452
Standing orders	22
Cheques collected - to branches	4,033
Cheques collected - to iPSL unencoded	29,334
Other debits	806
Other credits	1,107
Credits received - HSBC Branch	1,335
Credits received - bulk to centre	5,715
Credits received - via other banks	4
Statements - additional	1,424
Stopped Cheques	695
<b>Head Office Collection Accounts</b>	
Credits to HSBC branches	36,859
Cheques collected at HSBC branches	35,667
Cash paid in at HSBC branches - value	9,831,789
Credits from other banks	52,927
<b>Bacs</b>	
Item price	1,197,068
File charge	1,368
Bacs over-limit - 9.00 to 5.00pm	14
Bacs over-limit - after 5.00pm	1
HSBCnet Bacs over-limit	3
Bacs retrievals	55
Bacs per payment (HSBCnet on-screen input)	985
<b>HSBCnet</b>	
Monthly service charge	12
Additional accounts reporting (5 accounts free)	99
Additional user access IDs (5 users free)	87
<b>HSBCnet transaction charges</b>	
MT103 Book Payment	52
MT103 UK GBP Payment	387
MT103 EEA EUR Payment	3
MT103 EEA GBP Payment	2
MT103 International Payment	2
International Inwards charge	13
Faster Payment Receipts	96,449
Faster Payments	0
<b>Information Services</b>	
Statements - daily files	253
Statements - daily items	290
Statements - weekly files	52
Statements - weekly items	52
Unpaid direct debit items	43
Statements - transactions	252
HO collection transaction items	534