

# HSBC Issuer Services

A leading provider of trustee and agency services





# Issuer Services at HSBC: With you every step of the way

Our Issuer Services proposition is designed to support and enhance the corporate strategies of leading global companies, financial institutions and capital market investors. Our extensive network, local knowledge and client-focused services enable us to provide tailored corporate trust and loan agency solutions.

## Issuer Services supports clients to:



### Access international capital markets.

We provide operational and administrative services for conventional and structured debt, project and export finance, escrow, repackaged notes and syndicated loans to enable clients to pursue international capital market activities.



### Find solutions.

No matter your arranger, we'll help you establish the solution that works best for you and we'll be there throughout the lifecycle of your transaction.



### Simplify transactions.

Our secure one-stop shop settlement platforms for both loans and bonds make it easier for our clients to efficiently and quickly process complex loans and debt capital market transactions.



### Foster relationships.

Our array of services promotes enduring relationships across a range of client segments including banks, corporates, sovereigns, asset managers, pension funds and insurance companies.

## Issuer Services aims to position



the **right products**



to the **right clients**



in the **right location**

## For more information, please visit:

[www.gbm.hsbc.com/issuer-services](http://www.gbm.hsbc.com/issuer-services)

### or contact us:

- ◆ EMEA: [issuer.services.europe@hsbc.com](mailto:issuer.services.europe@hsbc.com)
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# Your partner of choice

Whether you require support in debt capital markets, loans, escrow or structured financing, our experienced global teams are dedicated to adding value to your transaction by working in partnership with you throughout the life cycle of your deal.

## What sets HSBC apart?



### Credit rating.

Our strong credit rating and robust balance sheet help you reduce counterparty risk, an essential element for effectively managing your portfolio.



### Global network.

Issuer Services operates in 20+ countries through key major hubs: London, Hong Kong, Dubai and New York. Our international network, including in the Middle East and Asia Pacific, enables us to offer customised cross-border services.



### Relationship-driven.

Our experienced team provides hands-on assistance with onboarding and documentation review. Dedicated client service managers offer ongoing support, while specialised transaction managers take care of documentation.

## Shaping future capabilities

### Digitalisation.

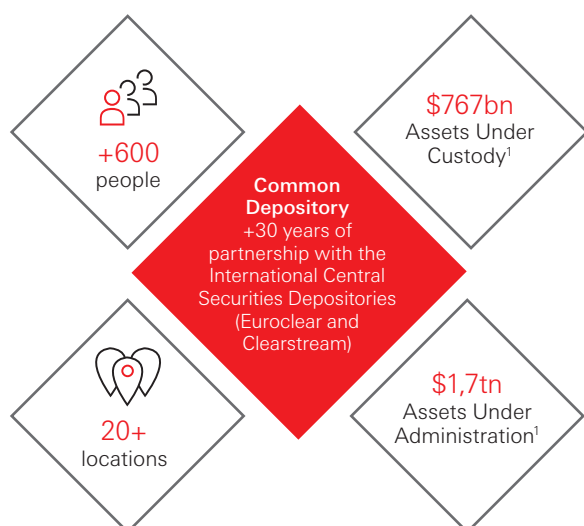
We have placed a strong emphasis on digital technologies to ensure efficient processing of client transactions. We also use APIs to facilitate the exchange of data from high-volume issuance programs.

### HSBC Investor Reporting

Our mobile-friendly Investor Reporting allows debt issuers and investors to access their portfolio data in real-time. Our innovative, mobile-friendly HSBC Investor reporting allows the relevant parties of a transaction to access their data in an interactive fashion and in real-time.

### HSBCnet, Bond Odyssey and Loan IQ.

HSBCnet, our client portal, gives you a clear picture of all your global banking operations in one place. Our Odyssey bond platform follows an issue throughout its life, bringing together data and reporting, while capturing payments and corporate events. We also use the leading industry solution, Loan IQ, to efficiently process all your loans.



**94%** of our clients say they are highly satisfied with their experience of using Issuer Services.

Based on the HSBC Global Client Satisfaction Survey, June-July 2019.

<sup>1</sup>Issuer Services data, based on month end balances, as of August 2020



# Escrow Services

## Peace of mind for large transactions

Whether you need to safekeep cash, securities or other assets, we have carefully cultivated a range of award-winning escrow solutions, helping to ensure that transactions are completed as quickly and efficiently as possible.

**Minimise costs and expedite deal closure** with our unique templated escrow documentation.

**Safeguard your assets** by using HSBC Issuer Services to act as a trusted third-party custodian.

**Use our Escrow services** to mitigate timing or counterparty risks, and protect your funds as a buyer or seller.



### #1 - Best in Escrow Agency

HSBC was recognised for its escrow proposition by The Asset in their Triple A Asset Servicing Awards 2020.



### Our Escrow services support a variety of transactions:

- ◆ Mergers & Acquisitions (M&A)
- ◆ Holdbacks & Indemnity
- ◆ Litigation
- ◆ Project & Export Finance
- ◆ Indemnity
- ◆ Supply Chain
- ◆ Real Estate
- ◆ Oil & Gas

# Insurance Linked Securities (ILS)

Issuer Services provides trustee, account bank, custody and agency services in support of a wide range of ILS activities, including collateralised reinsurance, catastrophe bonds and sidecars. We have been involved in high-profile transactions in this market and have experience working with operations relating to insurance special purpose vehicles.

We support ILS transactions as an independent party with a strong credit rating. We offer a broad range of services associated with security arrangements, collateral, investments and insurers' custody and bank accounts.



# Syndicated Loans

## Value added to the lending chain

We are proud to be a market leading Facility Agent, and some of the largest transactions we process are syndicated loans.

**Benefit from** comprehensive operational and administrative solutions in every step of the loan lifecycle, from origination, arrangement, underwriting and syndication of buyouts and corporate acquisitions.

**Work with a market leader.** We provide competitive, timely services for the processing of cash flows, interest payments and fees in both domestic and cross-border transactions.

**Take advantage of strategic solutions.** Whether we act as an independent facility agent or security agent, we service our clients during the life of the loan, managing the cash flows and administrative aspects to ensure a smooth running of the transaction.

**Receive a seamless service** from our integrated loan agency and corporate trust teams, which helps facilitate Real Estate, Leveraged & Acquisition Finance and other transactions that have both a loan and bond element.

# Project and Export Finance

## Your go-to specialist for export finance operations

Over the past 20 years, we have developed our knowledge of the Project and Export Finance and Infrastructure sectors. Today, we continue to attract clients to our global platform, demonstrating both our reach and operational capabilities.

**Achieve the desired outcome** for your transaction our dedicated team of skilled experts will help you administer your debt and cash flow activities throughout the course of your project.

**Partner with our seasoned teams** who have been involved in multiple award-winning deals across the globe, supporting projects in various sectors such as wind, nuclear, tidal power, petrochemicals, marine, roads, housing, bridges and hospitals.

**Enjoy easier decision making,** thanks to our team's experience working with Development Finance and MLA lenders with complex decision-making processes. Acting as an Intercreditor agent, we arrange and administer any voting required in respect of decisions to be made by the Lenders or their agents under the financing agreements.



### Our Syndicated Loans and Project and Export Finance services include:

- ◆ Facility agent
- ◆ Security trustee/security agent
- ◆ Intercreditor agent
- ◆ Account bank

HSBC's Issuer Services team is regularly appointed on innovative civil infrastructure, green energy and transportation transactions. It is our ambition to become the go-to partner for governmental PEF projects.



# Repackaged Notes

## Mitigating risks and maximising efficiency

Our professional teams have a deep knowledge and understanding of the complex documentation, operational issues and cash flows involved in repackaged notes. We have vast experience in managing vanilla, bespoke and complex repackaging transactions.

**Have your transactions processed effectively** as a result of our well-established relationship with the International Central Securities Depositories.

**Leverage HSBC's global network**, which allows for the delivery of assets in a wide range of markets.

**Benefit from the latest innovations.** As a market leader in repackaged notes, our team works extensively to innovate multi-dealer platforms and technology.

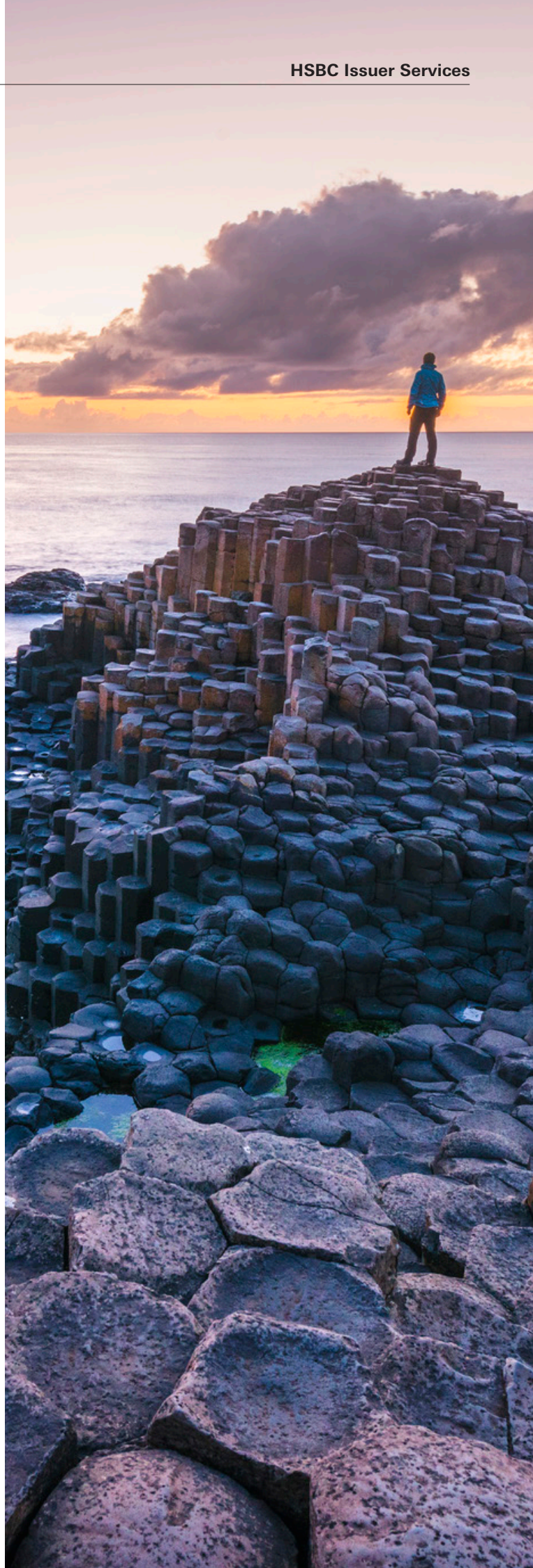
### We are:

- ◆ The sole agent and trustee for **Single Platform Investment Repackaging Entity S.A. (SPIRE)**, a centralised SPV with standardised legal agreements.
- ◆ Service providers on the **Standard Repackaging Documentation (SRD)** initiative, which provides standardised documentation for dealers issuing notes from their own Luxembourg SPVs.



### Our services include:

- |                            |                     |
|----------------------------|---------------------|
| ◆ Issuing and paying agent | ◆ Transfer agent    |
| ◆ Account bank             | ◆ Treasury deposits |
| ◆ Trustee                  | ◆ Custodian         |
| ◆ Registrar                | ◆ Common depositary |



# Structured Debt

## Making complex operations simpler

Our experience in structured debt has allowed us to become an established corporate trust provider. Benefit from our trustee, agency and account bank services across multiple asset classes, such as Asset-Backed Securities, Residential/Commercial Mortgage-Backed Securities, Collateralised Loan Obligations, Covered Bonds, across various jurisdictions.

**Count on our stability** as a respected global bank for processing high-value payments. As a Group, we are highly rated by the main ratings agencies, so you can have confidence when choosing HSBC as an account bank.

**Use our latest technology.** Our mobile-friendly HSBC Investor Reporting allows you to access a wide range of information, including interest and redemption payments, the performance of collateral underlying transactions, information on deal counterparties and dates of collections/distribution.

**Experience our additional services.** Acting as cash manager, we manage the issuer's accounts opened with the account bank. Our dedicated analytics team supports complex waterfalls and associated transaction calculations.



### Our Debt services include:

- ◆ Issuing and paying agent
- ◆ Exchange agent/tender agent
- ◆ Conversion agent
- ◆ Settlement agent (private placements)
- ◆ Agent bank/calculation agent
- ◆ Security and note trustee
- ◆ Common depositary
- ◆ Registrar and transfer agent
- ◆ Cash manager
- ◆ Data agent
- ◆ Investor reporting
- ◆ Account bank

# Bonds & Debt Programmes

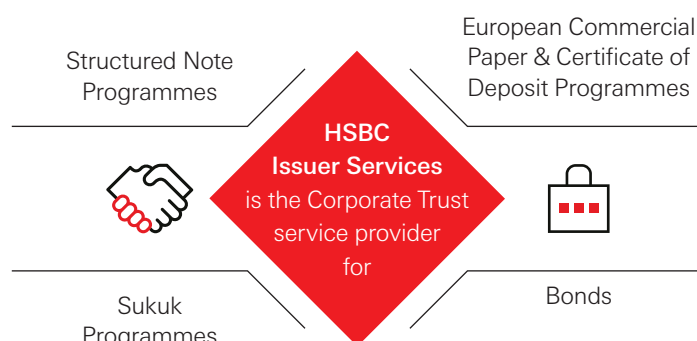
## Facilitating seamless execution

Issuing debt is a complex process. Managing multiple stakeholders, deadlines and complicated administrative tasks requires dedicated resources and experience. Our team takes care of the operational responsibilities involved in debt issuance, helping ensure that the process and execution runs smoothly from inception until maturity.

**Get tailored solutions.** We work with all major investment banks to provide end-to-end servicing of their clients' bonds and debt programmes. We provide an extensive suite of services, from issuing and paying agent to trustee or registrar services.

**Work with a global team of experts** who provide corporate trust services for world-renowned programmes, including Medium-Term Note (MTN) and European Commercial Paper & Certificate of Deposit (ECP & ECD) programmes.

**Benefit from added-value globally.** Our New York team can provide paying agent and registrar roles for the Depositary Trust Company (DTC), and our teams in London and Hong Kong can undertake the role of paying agent for issuers that require settlements in multiple currencies including CNY.



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