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Skip to main content Skip to footer Say hello to our new brand Find out more Your journeys mean everything to us, but we've been on our own journey too. We know bus isn't always perfect, but we've been listening to our communities, and making changes for the better. Find out more. We're proud to take part in Pride events across the UK this summer. Supporting the LGBTQIA+ community matters to us because Moving the Everyday means more than getting from A to B. It's about helping people feel safe, included and respected wherever they go. We hope to see you there! Find out more. It goes without saying that we care about the impact we have on our planet. We're not one to blow our own trumpet, but *cue trumpets* we're a leader in decarbonisation, investing £250m in transitioning toward a zero-emission bus fleet by 2035 with over 650 electric buses on the road, cutting down emissions. How's that for a breath of fresh air? We're looking for qualified and trainee drivers, engineers and a host of enabling function roles and we'd love to hear from you - visit our careers website to view all opportunities. A single bus journey will cost no more than £3 on most routes across England from 1st January 2025. You can check the latest fare information for your local area here. As a bank, we obviously take security very seriously - so you can be sure your money is in safe hands, however you choose to access it. We use a combination of Secure Key hardware and software encryption devices to protect your accounts and personal details, and we guarantee if any money is fraudulently taken from your account, we'll repay it in full, providing you've complied with our Terms and Conditions (PDF). But security is your responsibility too, it's really easy to help protect yourself online - you just have to know what to do and the things to look out for. Even the small things such as making sure you never disclose your password (don't write it down or let anyone else see what you're typing in when you log on). And always log off fully when you've finished your transactions. Please visit our Fraud and security for more information and useful tips about staying safe online. Within 45 days of your account opening you need to: switch to us using the Current Account Switch Service (including at least 2 Direct Debits or standing orders), deposit £1,000, make 5+ debit card payments, and log on to digital banking. New customers only. T&Cs apply. The Bank of England base rate has changed from 4.50% to 4.25%. There's no need to call us, we'll be in touch soon to let you know if this affects you. Check out our Bank of England base rate page for more information. Open an account in minutes A virtual card to use straight away No monthly fees Saving and budgeting tools Track your spending Freeze and unfreeze your card Secure log on Simple help topics and live chat if you're having trouble Savings accounts that really help you save, with interest Credit cards for purchases and balance transfers Tailored loans built for you Mortgages that make you feel right at home Insurance for protecting the things that matter most About our Current Account Independent service quality survey results Published February 2025 As part of a regulatory requirement, an independent survey was conducted to ask approximately 1,000 customers of each of the 17 largest personal current account providers if they would recommend their provider to friends and family. The results represent the view of customers who took part in the survey. The requirement to publish the Financial Conduct Authority Service Quality Information for personal current accounts can be found on the SQI page. See full results > APP scams received per Emillion transactions: smaller UK banks and payment firms This is the amount of money received into the scammer's account from the victim, ranked out of all UK banks and payment firms. For example, for every £1 million received into consumer accounts at Skrill, £18,550 of it was APP scams. See full results Opens in new window [will show overlay first] APP scams received per Emillion transactions: major UK banks and building societies This is the amount of money received into the scammer's account from the victim, ranked out of all UK banks and payment firms. For example, for every £1 million received into consumer accounts at HSBC UK and first direct, £128 of it was APP scams. See full results Opens in new window [will show overlay first] Your eligible deposits with HSBC UK Bank plc are protected up to a total of £85,000 or up to £170,000 for joint accounts, by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme. This limit is applied to the total of any deposits you have with the following: HSBC UK Bank plc and first direct. Any total deposits you hold above the limit between these brands are unlikely to be covered. Skip to main content Skip to footer The First Bus App is the smarter way to catch the bus. Simply download the First Bus App, and you'll be able to buy and store tickets on your phone. You'll never have to worry about losing your ticket or forgetting your change again. Just scan each mobile ticket when you hop on board, and you're ready to go. Running late? No problem! Using real-time information, the First Bus App also lets you know when your next bus is arriving, and available capacity; helping to prevent long waits at the bus stop. To help you travel with confidence we have developed new functionality in our Mobile App. And you can now track your bus live on a map so you know exactly where it is and when it will get to your stop. What's more, each bus now displays in real time how many empty seats, and wheelchair spaces there are - to help you plan your journey. Once you've set up both Mobile and Online Banking, you'll be able to access your account however you like - on your computer, tablet or mobile. What you'll need to register To register, you'll need to have this information handy: your sort code and account number or credit card number your telephone password (this is sent to you in the post once you've opened your account). Skip to main content Not everyone marches to the same beat, and our range of savings accounts reflect that. All our savings accounts are for existing 1st Account customers only. Your eligible deposits with HSBC UK Bank plc are protected up to a total of £85,000 or up to £170,000 for joint accounts, by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme. This limit is applied to the total of any deposits you have with the following: HSBC UK Bank plc and first direct. Any total deposits you hold above the limit between these brands are unlikely to be covered. Skip to main content Skip to footer Buying mTickets on the First Bus App is the most convenient way to buy tickets 24 hours a day 7 days a week and they are often cheaper, so why not buy before you travel? With a wide range available, including weekly and monthly tickets, there's no need to have the right change as you can make your purchase in advance. Simply scan your mobile ticket when you hop on board, and you're ready to go. More about the First Bus App Download the App Some tickets can be sent to your mobile, your email address or by post. We also offer direct debit subscriptions for some longer-term tickets. Select your local area below to get started: - Select - Aberdeen Berkshire & The Thames Valley Bristol, Bath and the West Cornwall Essex Greater Glasgow Leicester Norfolk & Suffolk Portsmouth, Fareham & Gosport RailAir Somerset South & West Wales South Yorkshire Wessex, Dorset & South Somerset West Yorkshire York Choose Your Area You may need a photocard or First Photo ID to go with your season ticket but this will be detailed when purchasing your ticket. On the Bus Contactless payments, Apple pay, Google pay and cash are accepted on our buses. Travel Shop Most of the larger towns we serve have Travel Shops in the town centre where you can purchase tickets and ask any questions you have about our services. 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