

**Flexibility to choose,
power to change**



**HSBC's 30 Day Service Pledge
for Mutual Fund Investment**

You can change your mind on the
investment within 30 days. At no charge.

HSBC 

We understand that important decisions need more time. With our 30 Day Service Pledge, should you change your mind after purchasing any of our eligible products mentioned below, you can come back to us within 30 days of the purchase and we will waive or refund the related fees or charges. The 30 Day Service Pledge Programme is designed to ensure that you can choose HSBC with confidence. You can enjoy greater peace of mind and confidence when you bank with us.

The following products are currently covered under our 30 Day Service Pledge:

- Home Loan
- Personal Loan
- Mutual Fund Investment
- Demat Account
- Savings and Current Account

This document includes Investment 30 Day Service Pledge terms and conditions and Frequently Asked Questions (FAQs).

In addition to the contents in this document, kindly refer to the General Terms and Conditions and Frequently Asked Questions (FAQs) hosted on our website www.hsbc.co.in for process related details. Should you wish to invoke the Service Pledge, the Request Form is hosted on our website and is also available at our branches in India.

For any details on this Programme, please approach any of our branches or call our PhoneBanking service. You may also visit the website or email us at info@hsbc.co.in

Product	Terms	Waiver/Refund of
Mutual Fund Investment–SIP and Non-SIP Exclusions: Investments in Close Ended Funds Investments made through Retail Investment System (RIS)	Reverse the fee received by the Bank and sell the funds (and cancel SIP) if customers approach us within 30 days from the transaction date. For mutual fund transactions the refund would only be limited to the extent of fees/charges for the transaction, and mutual fund unit would be redeemed at the applicable net asset value on the date of redemption.	Transaction fees received by the Bank OR Monthly fees applicable on the relevant AUM (prorata).

Mutual Fund Investment 30 Day Service Pledge FAQs

Q. What is the process to submit the request to the Bank under the '30 Day Service Pledge' Programme?

A. You need to complete the regular Instruction for redemption of the investment on which the refund/ waiver of charges is being sought under the 30 Day Service Pledge Programme (Programme). You need to submit the redemption instruction at any HSBC India branch along with the Service Pledge Request Form duly signed by the investor/all joint investors to that investment.

In case you wish to conduct the redemption through Retail Investment System (RIS), the redemption will need to be completed successfully within the 30 day service pledge period (Period). However, the refund/waiver request form will need to be submitted to the branch. Alternatively, RIS customers can also send the refund/waiver request form by fax (if their Fax Indemnity is registered with the Bank) to their respective Relationship Managers (RMs) in order to request the refund/waiver under the Programme. The same can then be followed by the original copy reaching the branch. However, the fee reversal will only take place post successful redemption, subject to meeting the terms of the Programme.

Q. Are any mutual fund purchases not eligible under this 30 Day Service Pledge Programme?

A. Mutual fund purchases made in closed ended funds are not eligible under the Programme. Additionally, mutual fund purchases made through RIS or as 'execution only' transactions are not eligible under the Programme, since the Bank does not receive any charges on purchases through RIS.

Q. Which fees or charges are eligible for the refund/waiver under the 30 Day Service Pledge Programme?

A. The transaction fees that have been recovered by the Bank on the transaction, for which the service pledge request is received, will be refunded. In case you are availing of the tariff plan under the Fund Max facility, the prorata fees on the relevant Assets Under Management (AUM) will be refunded or waived. Any charges levied by an external party at the time of investment or redemption will not be eligible for refund or waiver, and will need to be borne by the customer.

Q. How will I know the investment transaction date?

A. The date of investment transaction is confirmed with the client during the call back process which is done before the transaction to confirm receipt of the instructions by the Bank representatives. Further, the same can also be referred in the Bank statement as the date of debit of the invested amount. The customers can also call the PhoneBanking to confirm the transactions in their accounts or contact any branch for clarifications.

Q. Will the Bank process my request under this Programme if I do not wish to redeem the investment?

A. No. As per the terms of this Programme, you will only be eligible for the refund of the fees/charges provided the investment is redeemed. If you do not wish to redeem the investment, then your request is not eligible under this

Programme. Also if you wish to transfer the funds to another bank through a change of broker code, without redeeming the funds, such transactions will not be considered to be eligible under the Programme.

Q. Will I get back the full amount that I have invested?

A. The redemption of your investment will be for the same number of units that have been invested, for which the service pledge request is received. Hence, there is no guarantee that you would get back the full amount that you have invested, as it would depend on the value of the investment at the time of redemption. The redemption will be as per the Net Asset Value (NAV) applicable as on the date of the redemption and will be subject to market risk. You will need to bear any loss and be entitled to any gain at the time of redemption. The Bank will not be responsible for any gains, losses or costs incurred by you for the redemption.

Q. When can I get my refund of the initial sales charges?

A. The 30 calendar days will start from the later date of:

- The day HSBC received your request of the '30 Day Service Pledge'; or
- The day HSBC could successfully redeem your investment subject to relevant processing cut of time.

Q. How can I know the exact amount of fee to be refunded/ waived concerning Mutual Fund Investments?

A. The initial sales charge or subscription fee, whichever applicable, is stated in the Bank account statements as a separate charge entry on the date of the transaction. The percentage applicable is disclosed on the Letter of Instruction and the same is also mentioned to you during the validation call.

Q. If I incur any exchange rate loss from the initial sales charge being converted into fund currencies due to purchase of fund units and/or refund into the settlement account, will these losses be covered as well?

A. No. If the currency of the initial sales charge is different from the denomination of the settlement account as specified for receiving the refund, the amount to be refunded will be converted into the denomination currency of the settlement account at the prevailing exchange rate as determined by HSBC. For refund/waiver requests made, the initial sales charges refunded back to the customers will be net of any taxes and out of pocket expenses, where applicable. These exchange rate losses are not covered under the Programme.

Q. If I am an existing investor under the Systematic Investment Plan (SIP), am I still entitled to the '30 Day Service Pledge'?

A. No, the '30 Day Service Pledge' is only meant for any new SIP investment that is subscribed to, where the first SIP transaction is conducted during the Programme period.

Mutual Fund Investment 30 Day Service Pledge Terms and Conditions

- Under the 30 Day Service Pledge Programme ('Programme'), the customer is eligible for the refund of transaction fees received by the Bank, or monthly fees levied on the applicable Assets Under Management (AUM) on a pro-rata basis
- To be eligible for the refund/waiver of charges pertaining to eligible mutual fund investments, the subscription of mutual fund will have to be effected through HSBC (QNIS or non-QNIS) as a broker
- The refund/waiver request received under the Programme will authorise the Bank to redeem the eligible mutual fund investments, subject to the request being received under the stipulations defined herein
- The redemption will be done for the same quantity of units as the initial purchase/subscription order, i.e. for redemption of mutual funds under the Service Pledge, the number of units allocated will be considered and not the amount invested at the time of purchase. Further, the amount of redemption proceeds will depend on the value of such units at the time of redemption. The same will be based on the NAV applicable as on the date of redemption and will be subject to market risk
- In case of eligible mutual funds invested under the Systematic Investment Plan (SIP), the first SIP transaction will be considered as the start date under this Programme. The SIP will be cancelled and all payments from the first SIP transaction until the date of the request will be redeemed
- The Service Pledge request will need to be submitted vide the Service Pledge request form (in the Service Pledge brochure), along with the redemption instruction form (Letter of Instruction) duly signed by all the signatories to the investment
- In case the customer wishes to redeem the investment through the Retail Investment System (RIS), the redemption will have to be successfully completed within 30 days of the original investment transaction, as per the redemption terms stipulated above. The customer will additionally need to submit the refund/waiver request form to any branch for the processing of the refund of fees, as eligible. Alternately, non resident customers not within the country, will be able to fax (if their Fax Indemnity is registered with the Bank) their Service Pledge request form to their respective Relationship Managers to invoke the pledge.
- Any market risk or impact of market fluctuation faced on account of the Programme will have to be borne by the customer. Customers will have to bear any losses and be entitled to any gains as a result of any purchase or sale of investments made. HSBC will not be responsible in any manner for any losses incurred by the customer

- The refund of the specified fees for eligible investments will be made within a) 30 days of the later date of:
 - The day HSBC received your request of the 30 Day Service Pledge, or
 - The day HSBC could successfully redeem your investment subject to relevant processing cut off time
- Only the specified fees received by the Bank will be refunded to the customer, if they have been paid for and relate to the purchased eligible product (mutual fund investment as defined eligible under the Programme). Any fee (or any part thereof) that is payable other than in relation to the eligible investment will not be available for refund or waiver
- If the currency of the fees to be refunded is different from the denomination of the settlement account in which the fees are to be refunded, the conversion will be at the prevailing exchange rate as determined by HSBC at the time of the credit of refund
- Investments made in close ended funds will not be eligible under this Programme. Investments will have to be redeemed and not transferred to other brokers under this Programme. Broker code transfers from HSBC to other organisations will not be eligible under this Programme. The Bank does not receive any charges for mutual fund purchases made through the Retail Investment System (RIS) or execution only transaction. Hence, mutual fund purchases on RIS will not be eligible under the Programme
- The information in this document does not constitute an offer for the purchase of any investment in any products or services referred to herein
- In addition to the product specific terms and conditions, the Programme will be governed by the General Terms and Conditions, a copy of which is available on our website www.hsbc.co.in