



# Wealth Management Services Guide

This Wealth Management Services Guide (Guide) provides to the customer (hereinafter referred to as 'Customer', 'you', or 'your') an overview of the Wealth Management Services (WMS) offered by The Hongkong and Shanghai Banking Corporation Limited, India, having its India corporate office at 52/60, Mahatma Gandhi Road, Fort, Mumbai - 400 001 (HSBC India, 'we' or 'our'), which includes investment and insurance distribution services and the scope of WMS provided by HSBC India.

## Your HSBC Relationship Manager

Your HSBC Relationship Manager is appropriately trained and equipped with the necessary accreditation to be a representative of HSBC India with respect to the activities mentioned in this Guide.

HSBC India will offer a list of the HSBC Group and select third party mutual fund schemes which are distributed by HSBC India.

HSBC India also offers insurance products of Canara HSBC Life Insurance.

Your HSBC Relationship Manager will share his/her contact details with you. Please retain them for future reference.

## About HSBC India

HSBC India is a member of the HSBC Group, one of the largest banking and financial services organisations in the world. HSBC India offers a comprehensive range of financial services including Wealth and Personal Banking (WPB), Commercial Banking, Investment Banking and Markets and other activities.

Within WPB, we offer banking and financial solutions to help meet your needs. Our products range from deposits and bank assurance products to mutual funds, tax saving and other investment solutions. These products are provided by both HSBC Group entities as well as third party providers.

## Our Responsibilities Towards You

We will at all times endeavour to suggest a range of products available under our Wealth Management Services that we feel are likely to be suitable and appropriate for you based on your financial needs, risk profile, investment objectives and other information that you provide to us. We shall assist you with the evaluation of the above, which will help to identify the products suitable to you. Investments (including mutual funds) and/or insurance products will be offered to you as best suited to your risk profile and the upper ceiling of risk appetite. The decision to invest in the insurance/investment products recommended by us will finally rest with you and we shall assist you in processing your transactions based on your specific instructions.

Where we have information to believe that a transaction or product is not appropriate for you based on your financial needs, risk profile and investment objective evaluation, we shall inform you of the unsuitability of the same. You may choose not to follow our recommendation and undertake any transaction or invest in a product of your choice, subject to the availability of that product with us.

We shall facilitate transactions in the selected products available with us, as per the specific instructions received from you.

Any information that you divulge will be kept confidential and used only in accordance with the terms and conditions applicable to our relationship. In the course of your goal planning journey, you have the right not to divulge your information to us. However, if you do not divulge your information to us, our ability to recommend products which are likely to be suitable for you, will be restricted. We will undertake appropriate customer due diligence measures before offering Wealth Management Services to you. Your Permanent Account Number (PAN) and/or any other details as may be required under applicable laws/regulations would be required to be submitted by you. You also need to comply with the Know Your Customer (KYC) formalities in compliance with the applicable legislative and regulatory guidelines. Your instructions for any transaction or purchase of any product will not be processed in case you do not comply with these requirements.

We shall provide explanatory literature, laying down the key features of the products distributed by us, that we believe to be fair, clear and not misleading (Key Feature Documents). These Key Feature Documents are intended to provide you an understanding, including the key advantages and disadvantages, of the investment, and insurance products which we distribute, for your consideration.

We will provide you with regular statements of your investments through us.

## Your HSBC Relationship Manager's Services

Your HSBC Relationship Manager will offer to perform a financial needs analysis by way of a goal planning review before making any recommendations to you. This review is designed to identify the life cycle needs of an individual customer and to provide assistance in goal planning. Goal planning review will enable you to understand your financial needs and your current and future resources and take steps to meet such financial needs, while keeping in mind your risk profile and investment objectives as disclosed with HSBC India. All recommendations will be based on the information provided by you.

The goal planning review will include the assessment of your risk appetite by way of a Risk Profile Questionnaire (RPQ). Your HSBC Relationship Manager will offer to administer the RPQ at the time of availing of WMS from HSBC India and will offer to review the same once in two years, or earlier at your specific request.

Your HSBC Relationship Manager will provide information which will explain about the various products distributed by us and disclose all relevant information including risks, charges, fees/commission and other relevant product features. You are requested to read and understand all accompanying documents related to the product(s) that you are considering to purchase.

For advice on your legal, taxation and estate planning position we advise you to seek assistance from a qualified professional.

## The Commissions Received for Wealth Management Services

For the WMS provided, HSBC India receives fees and commissions from the sale of third party financial products and HSBC Group financial products and services.

For mutual fund schemes we may earn commission (in the form of upfront and trail commission or any other mode) from the mutual fund houses/Asset Management Companies (AMCs). For bonds we may earn a commission from the issuing authority. For life insurance we may earn upfront commissions of the first year premiums and trail commission on the premiums of subsequent years. The details of commission on mutual funds are available on our website [www.hsbc.co.in](http://www.hsbc.co.in) ('Website') and would be disclosed to you by your HSBC Relationship Manager as well. Your HSBC Relationship Manager will provide details of such fees and commissions for insurance through the sales illustration document.

## In the Event of Complaint

Should you have any cause to complain or are aggrieved about any aspect of the service experienced by you in HSBC India, please undertake the following steps. HSBC India has a formal complaints handling process and you can be assured that all complaints will be handled professionally to address your concerns.

### Level 1

We recommend that you send an e-mail to us via secured channel i.e. by logging into your Internet Banking account. This is to ensure that we maintain customer confidentiality and security.

OR

Contact our PhoneBanking Services.

OR

Banking customers may contact the customer service executive(s) at our branches or write to the Branch Manager explaining the details of their issues.

OR

Write to us vide the Complaint Form.

Please visit the grievance redressal mechanism on our Website for further details, in case you wish to escalate your issues and seek their assistance.

## Level 2

If you are not satisfied with the resolution which you receive, or if you do not hear from us in 10 days, please write to the Regional Nodal Officers (please refer our Website for details) of HSBC India. Please quote the reference number provided to you in your earlier interaction with us, along with your account/card number to help us understand and address your concern.

OR

### Contact Nodal Officer team

You can call the team within Monday to Friday between 9:30 a.m. and 6:00 p.m.

Contact number: 040-65118015 / 022-71728015

Fax number: +91-022-66476011 and +91-022-49146011

OR

You may log into the HSBC Internet Banking and send a message to the Nodal Officer by selecting the option of 'Nodal Officer'.

## Level 3

If you are not satisfied with the response that you receive from the above or if you do not receive a response within 10 days, you may contact the office of the Chief Nodal Officer whose details are provided below:

**Contact person:** Sabry Ali (Chief Nodal Officer)

**E-mail:** pnohsbcbank@hsbc.co.in

**Address:** The Hongkong and Shanghai Banking Corporation Limited, NESCO - IT Park Bldg. 3, 9th Flr, Nesco Complex, Western Express Highway, Goregaon (East), Mumbai - 400 063

**Contact number:** 040-65118015 / 022-71728015

**Fax number:** +91-022-66476011 and +91-022-49146011

### The Hongkong and Shanghai Banking Corporation Limited

NESCO - IT Park Bldg. 3, 9th Flr, Nesco Complex, Western Express Highway, Goregaon (East), Mumbai - 400 063

You will receive a response within a period of 10 days.

Please visit the grievance redressal mechanism on our Website for details of senior managers, in case you wish to escalate your issues and seek their assistance.

### Final escalation and Banking Ombudsman Scheme

In the event that you do not receive any response within one month from the date HSBC India first received your representation, or if you are dissatisfied with the response given by HSBC India, you may write to the Banking Ombudsman.

(Details are available in our website - <https://www.hsbc.co.in/help/feedback-and-complaints/>)

## Key Things You Should Know

1. 'Mutual Fund investments are subject to market risks, read all scheme related documents carefully.
2. Investments in mutual fund schemes are subject to market risks. This means that both, the principal invested by you and the performance of the mutual funds, are neither assured nor guaranteed.
3. All mutual funds do not carry the same risks. There are a number of risks that you should be aware of, before you decide to invest. In addition to the documents provided by HSBC India, do refer to scheme specific documents for each scheme of mutual fund issued by the mutual fund house/AMC for a detailed list and full explanation of the risks involved in investing in the scheme. Scheme specific document from the AMC includes Scheme Information Document (SID), Statement of Additional Information (SAI), Key Information Memorandum (KIM) and addendums thereto issued from time to time (Scheme Specific Documents).
4. The mutual funds schemes managed by third party AMCs distributed by HSBC India are subject to detailed due diligence by a team, based on various internal product parameters such as customer demand, return, fund size, fund management team, risk, etc. However, HSBC India does not conduct any due diligence on the products of HSBC Mutual Fund, as the same are a part of the HSBC Group and are governed by internal parameters.
5. There are costs (fees, charges, expenses, etc.) associated with investing in and exiting from a fund. Costs incurred by Customers would include charges levied by mutual fund houses/AMCs. Customers should refer to the Scheme Specific Documents for the respective mutual fund and carefully consider the costs prior to taking an investment decision.
6. You should refer to the Scheme Specific Documents for a detailed understanding of the tax implications of the fund, and any effect that they may have on your personal finances. HSBC India does not provide tax advice and we recommend that you consult your tax advisor with regard to the same. The tax benefits and implications mentioned in any marketing material provided by the mutual fund house are as per the prevalent applicable tax laws and are subject to change.
7. We endeavour to suggest a range of products available with us under WMS that may be suitable for you based on your financial needs, risk profile, investment objectives and other information you provide. The decision to invest in the products recommended by us finally rests with you.
8. We review and refresh the suite of mutual funds offered by us basis various internal parameters, such as customer demand, return, fund size, fund management team, risk, etc., and, as a part of this process, products are onboarded or discontinued for fresh investments. Certain mutual fund schemes forming part of our list of products identified for distribution, may also be placed under 'Hold' (temporarily withdrawn). Where any schemes are placed on Hold or discontinued, no fresh investments will be allowed in these funds. However, your existing investments in such schemes will remain unchanged and you can continue to hold them or redeem them, at your discretion, subject to the terms of the respective Scheme Specific Documents.
9. Insurance products are suited to address long-term protection needs, such as securing your family's lifestyle, children's education planning and retirement planning.
10. All your health related details must be disclosed correctly in the policy application documents, when applying for an insurance policy.
11. It is important to pay your premiums regularly and on time. If premiums are not paid as per policy terms, the policy will be discontinued and your life cover benefits will cease.
12. Returns on unit linked insurance policies are subject to market performance and therefore are not guaranteed.
13. In the case of insurance products, you must go through the sales brochures, the Key Features Document issued by HSBC India for the product, other details available on our Website and the product related documents published by Canara HSBC Life Insurance Company CHL before deciding to buy the same, in order to have a complete understanding of product features such as charges, lock-in period, etc., of the policy that you wish to purchase.

## Disclaimers

Issued by The Hongkong and Shanghai Banking Corporation Limited India. Incorporated in Hong Kong SAR with limited liability, having its India corporate office at 52/60, Mahatma Gandhi Road, Fort, Mumbai - 400 001.

Wealth Management Services are offered only to existing customers of HSBC India. We follow a standard process to offer WMS to our customers. This includes a goal planning process which helps us identify and recommend suitable product to our customers based on their financial needs, risk profile and investment objectives. In the event the customer refuses to undergo the above referred process, we shall have the sole discretion to refuse WMS to the customer and the customer shall not be entitled to raise any claim, action, suits, proceedings for any loss, damages, costs incurred by the customer due to such refusal of services, against HSBC India/HSBC Group. In the event, a transaction instruction given by the customer does not comply with the extant processes/policies of HSBC India and/or any statutory/regulatory guidelines, HSBC India shall have the sole discretion to reject the said transaction and the customer shall not be entitled to raise any claim, action, suits or proceedings for any loss, damages or costs incurred by the customer due to such rejection of the transaction, against HSBC India/HSBC Group.

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Investment involves risk, value of investment may increase or decrease, and may become valueless. Certain investments can be subject to sudden and large falls in value that could equal or exceed the amount invested. Value and income from investments may be adversely affected by exchange rates, interest rates, or other factors. Past performance figures shown are not indicative of future performance. The relevant product offering documents should be read for further details. Mutual Fund investments are subject to market risks, read all scheme related documents carefully.

Insurance is the subject matter of solicitation. The insurance products are offered and underwritten by Canara HSBC Life Insurance Company Limited CHL (IRDA Regn. No. 136), 139 Sector 44, Gurgaon - 122 003, Haryana, India. (Licence No.136). HSBC India (Registration No.: CA0016) is the Corporate Agent of CHL and does not underwrite the risk or act as an insurer. The contract of insurance is between the insurer and the insured and HSBC India is not a party thereto. For more details on risk factors and terms and conditions of the insurance products, please read the sales brochure for the respective product carefully before concluding a sale.

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## NR Disclaimer

Non-Resident Indian (NRI) account and /or deposits are under the Reserve Bank of India programme for Non-Resident Indians and are governed by the rules in effect from time to time relating to such programmes, are subject to the sovereign risk arising from and governed by the laws of, or any changes to the laws of India.

NRI deposits/ accounts are held with The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India) and are not insured by any insurance company or corporation outside India and are payable only at the branch of the Bank in India where the deposit is made.

Approved for issue in the UK by HSBC Bank plc. 8 Canada Square, London E14 5HQ. Deposits/investments made with non-UK members of the group do not benefit from the protection provided under the UK Financial Services and Markets Act 2000, including the UK Financial Services Compensation Scheme.

NR deposits with the Bank in India are not insured by Federal Deposit Insurance Corporation (FDIC) of the USA, nor by any other insurance company or corporation outside India and are payable only at the branch in India where the deposit is made.

Under current US tax laws, US citizens and residents are subject to tax on their worldwide income. You should consult your tax advisor for the US treatment of income from these deposits.

NRI accounts and services are offered by The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India). HSBC India is a branch of The Hongkong and Shanghai Banking Corporation Limited. The Hongkong and Shanghai Banking Corporation Limited has a Representative Office in the UAE licenced by the Central Bank of the United Arab Emirates.

Deposits/accounts held with HSBC India are not protected deposit and are not protected by Deposit Protection Scheme in Hong Kong.

For Residents within Kingdom of Bahrain, we remind you that deposits made with HSBC India do not benefit from the protection provided under the Deposit Protection Scheme established by the Central Bank of Bahrain regulation concerning the establishment of a Deposit Protection Scheme and a Deposit Protection Board.

NRI services are provided by HSBC India. HSBC India is the branch of The Hongkong and Shanghai Banking Corporation Limited and HSBC India is not regulated in Canada. NR deposits with the Bank in India are not insured by Canadian Deposit Insurance Corporation (CDIC), nor by any other insurance company or corporation outside India and are payable only at the branch of the Bank in India where the deposit is made. You should consult your tax advisor for the Canada treatment of income from these deposits.

Deposits and accounts held with HSBC India are not protected by the Australian Financial Claims Scheme.