

Most Important Terms and Conditions

1. All non-commercial transactions are allowed in a savings account for individual customers. In case of commercial transactions through savings account the Bank would take necessary steps towards closure of the individual savings account.
2. Cash deposit/withdrawals can happen at any HSBC branches without any charges.
3. New HSBC Savings/Current Accounts shall be offered only to customers under the Corporate Employee Programme with HSBC India with effect from Tuesday, 3 September 2013. For customers who wish to open an account outside the Corporate Employee Programme, they may do so under the HSBC Premier, HSBC Advance or the Basic Savings Bank Deposit Account variants.

Existing HSBC Savings/Current accountholders may continue to hold their HSBC Savings/Current Account. We request you to refer to the website from time to time for updated terms and conditions, eligibility criteria and schedule of charges.

Existing customers under HSBC Premier/HSBC Advance, except customers under the Corporate Employee Programme with HSBC India, will not be able to reclassify their accounts to HSBC Savings/Current Account. However, HSBC India reserves the right to reclassify existing HSBC Premier/HSBC Advance Accounts with a prior notice of 30 days.

4. HSBC Premier Eligibility Criteria⁺

- HSBC Premier Total Relationship Balance (TRB)¹ criterion: Maintain a quarterly Total Relationship Balance (TRB) of ₹4,000,000 (Rupees forty lakh only); OR
- HSBC Premier mortgage criterion²: Have a mortgage relationship with disbursement of ₹11,500,000 (Rupees One crore fifteen lakh only) or more, with HSBC India; OR
- HSBC Premier Corporate Employee Programme (CEP) criterion³: Hold a corporate salary account under our HSBC's Corporate Employee Programme (CEP) in India with a net monthly salary credit of ₹300,000 (Rupees three lakh only) or more into the account

¹HSBC Premier customers in India are required to meet the Total Relationship Balance (TRB) criteria of ₹4,000,000 (Rupees Forty Lakhs only) quarterly.

The TRB will be calculated based on the following:

- Average quarterly balance held in your HSBC Savings/Current Account(s)
- Average quarterly balance held in your HSBC Fixed Deposits.
- Investments* market value or net purchase value, whichever is higher as on the last day of every calendar quarter.
- Life-to-date (total) paid-up life insurance** premium for policies in force as on the last day of every calendar quarter.
- Market value of demat holdings in the depository account held with HSBC India as on the last day of every calendar quarter.

The above can also include balances maintained by your family members[#] in their HSBC Premier Accounts, subject to the accounts being categorized as part of a single relationship^{##}.

Premier customers meeting premier eligibility as above⁺ can add their parents who then can avail Premier benefits as part of the single premier family relationship.

If you are an eligible HSBC Premier customer in any other country^{\$}, you are entitled to receive HSBC Premier Services in India and you need not maintain the quarterly TRB with us. If we observe that the eligibility criterion is not maintained consistently, the Bank may be constrained to reclassify your HSBC Premier account to an alternate offering. You will receive further communication and due notice prior to any such account reclassification.

*The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India) currently offers investment products from third party entities registered and regulated in India. Investments are subject to prevailing market conditions/external factors. Mutual Funds are subject to market risks. Please read the Statement of Additional Information (SAI)/Key Information Memorandum (KIM)/Scheme Information Document (SID) and addendums carefully before investing.

**Insurance is the subject matter of solicitation. HSBC India having its registered office at 52/60, M. G. Road, Fort, Mumbai - 400 001, is the Corporate Agent (Registration No.: CA0016) of Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited (CHOICE) and Bharti AXA General Insurance Company (BAGI). HSBC India does not underwrite the risk or act as an insurer. For more details on risk factors, terms and conditions, please read the sales brochure carefully, before concluding a sale. Purchase of any insurance products by a bank's customer is purely voluntary and is not linked to availment of any other facility from the Bank. The contract of insurance is between the insurer and the insured and not between the Bank and the insured.

For more details on risk factors, terms and condition, please read the sales brochure carefully before concluding a sale.

'Family members' in HSBC Premier is defined as any of the following relatives: spouse, partners, and any dependents; children with legal guardianship of eligible HSBC Premier customers.

##In case of delinking of any individual account/s from the HSBC Premier relationship, the delinked account(s) will be classified as individual account(s) relationship and the quarterly Premier TRB will need to be met.

§Applicable in countries or locations where HSBC Premier is offered. Please refer to www.hsbc.co.in for the complete list of such countries. To enjoy these benefits, you are required to fulfil the eligibility requirements of HSBC Premier on a continuing basis.

²Mortgage eligibility for Premier proposition is based on home loan value of greater than or equal to ₹1.15 crores (Rupees one crore fifteen lakh only). The waiver on balance based charges related to non-maintenance of TRB will be valid for the life of the mortgage relationship with HSBC India. Pursuant to the termination of mortgage relationship, you will need to maintain the applicable Premier TRB eligibility.

³If you do not receive a salary credit/ receive a salary credit of an amount lower than ₹300,000 (Rupees three lakh only), we will reclassify your account to an alternate offering after providing due notice.

5. Quarterly Service Charges:

HSBC Premier Customers who do not meet the Premier Mortgage criteria or Premier CEP criteria will need to maintain the applicable Premier TRB criteria

If the TRB criteria is not met for a particular quarter, we will levy a quarterly service charge of 0.2% on the shortfall in the TRB, up to a maximum of ₹2, 000 (Plus applicable taxes^{§§}).

When you do not meet the minimum TRB for a particular quarter, we will notify you in the following quarter and request you to build the TRB by the quarter

- If you build the requisite TRB in the next quarter, we will not levy the service charges
- However, if you do not build the TRB for two consecutive quarters, we will levy the service charge on the lower of the TRB shortfall between these two quarters

(Note that the above mentioned service charges will not be applicable for Premier customers who hold a corporate salary account with HSBC)

Details of Levy of service charge:

We will levy a service charge in proportion to the shortfall in TRB. Specifically, the service charge will be 0.2% (plus applicable taxes ^{§§}) of the shortfall.

We will notify you in the next quarter following the end of the quarter in case your account has had a shortfall. You will then have the opportunity to build the TRB to the required level in the next quarter, so as to avoid the service charge. In the event the TRB is restored to the required level in the following quarter, there will be no service charge. If there remains a shortfall, the service charge will be levied on the lower of the shortfalls in the two relevant quarters

For example: If there is a shortfall in TRB for the quarter April to June 2017, we will send you a notification in the next quarter (July to September 2017) advising you of the same. In the event the TRB is restored to the required level for the quarter July to September 2017, there would be no charge for both the quarters. If the TRB is not restored, the service charge shall be applied to the lower of the shortfalls in the two quarters.

§§Please note that based on Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/Union Territory GST or Inter-State GST, as applicable, would apply on our fees and charges with effect from 1 July 2017.

Reclassification: If we observe that the above eligibility criterion is not maintained consistently, the Bank may be constrained to reclassify your HSBC Premier account to an alternate offering. You will receive further communication and due notice prior to any such account reclassification.

6. Savings account interest and computation

Savings account interest is at 3.5% p.a. (paid quarterly) on your savings account balances and Nil interest on current account balances.

With effect from 1 April 2010, interest on the savings bank accounts will be calculated on daily product basis, as per RBI circular dated 24 April 2009 and interest will be paid out at quarterly rest with effect from 3 March 2016.

7. Withdrawals cannot be done through withdrawal slip however the same can be done through using cheques and Pass Book will not be required for any such withdrawals.
8. Customers get free monthly electronic/paper statements. Customers receive a mail every month to their Internet Banking messages inbox as well as in their personal registered e-mail address with the Bank. Customers can also collect their monthly paper statements from the branch of account by visiting the same in person to collect the statements.

9. There are Nil charges for the issuance of cheque books by the Banks. For inward and outward cheque returns for both technical and insufficient fund reasons, ₹140 is charged for senior citizen customers and ₹275 for other customers.
10. Customers can check their account balances and transaction history through any HSBC branches or ATMs.
11. Customers can apply for Internet Banking or PhoneBanking facility to access their account balances and other services anytime, anywhere.
12. Customers can withdraw cash using the debit cards at any HSBC or non-HSBC Visa ATM in India or overseas (a transaction fee is applicable for withdrawals from non-HSBC ATMs in India and from any ATM overseas).

For further tariff details please refer to account service charges and fees under bank account section on http://www.hsbc.co.in/1/PA_ES_Content_Mgmt/content/website/pdf/personal/hsbc_saving_current_tariff.pdf

Services	Service Charges and Fees
Regular Services	
Balance Enquiry at HSBC branches and ATMs in India	Free
Cash Deposit/Withdrawal at Branch	Free
Balance Certificate	Free
Interest Certificate	Free
Account Closure	Free
Photo and Address Attestation	Free
Signature Attestation	Free
Stop Payment Charges	Free
Duplicate TDS Certificate Issuance	Free
Certificate of Cheque Issuance	Free
'Collect at Branch' Deliverables	Free
Account not operated for more than 2 years	Free
Conversion from Joint Account to Sole Account OR Sole Account to Joint Account	Free
Standing instructions set-up for transfers between HSBC Accounts in India	Free
Security Device Replacement	Free
Personalised at par cheque facility	Free
Re-order of cheque book	Free
Urgent cheque leaf issued over the counter	Free
Monthly Account Statement	Free
Issue of Duplicate Account Statement	Free
Monthly E-statement	Free
Statement returned undelivered - Annual fees	Free
If we observe that the eligibility criteria is not maintained consistently, we shall review the same and reach out to you as required	
Taxes are applicable as per the prevailing rates. Please click here for latest details	
Cheque Collection/Return	
Local cheque	Free
Return of cheque deposited - Outward (Insufficient funds/technical reasons)	₹275 (₹140 for Senior Citizens)
Return of cheque clearance - Inward (Insufficient funds/technical reasons)	₹275 (₹140 for Senior Citizens)
'RTGS' - Real Time Gross Settlement, which can be defined as the continuous (real-time) settlement of funds transfers individually on an order by order basis.	
'NEFT' National Electronics Funds Transfer System is an electronic fund transfer system that operates on a Deferred Net Settlement (DNS) basis which settles transactions in batches.	
Global Services	
Emergency Encashment	Free

PhoneBanking	
Stop Payments	Free
Request for Duplicate Statement	Free
Direct access to PhoneBanking Service Executives	Free
Re-issue of PhoneBanking PIN	Free
Internet Banking	
Stop Payments	Free
Request for Duplicate Statement	Free
Re-issue of Internet Banking User ID and Password	Free
Remittance Facilities through HSBC	
Pay Order Issue	Free
Pay Order - Duplicate	₹100 ₹50 (for Senior Citizens)
Inter-branch transfers across HSBC Accounts in India	Free
Remittance Facilities through other banks	
Demand Draft - Issue	Free
Demand Draft - Cancellation	Free
Demand Draft - Duplicate	Free
Cashier Orders/Demand Drafts placed through Internet and PhoneBanking	Free
¹ NEFT Charges - Outward	Free [@]
¹ Outward RTGS Transfers	Free [@]
ECS Return [#]	₹275 (₹140 for Senior Citizens)
<p>¹This facility requires separate registration.</p> <p>[@]Subject to Internet Banking limits as designated on customer's HSBC Account. On registering for Internet Banking service, the customer will need to set-up his third party pre-designated and non-designated transfer limits. Pre-designated limits and non-designated limits can be set up to ₹15 lakh per customer per day. Customers are requested to visit nearest HSBC branch for executing outward RTGS/NEFT transaction above ₹15 lakh.</p> <p>[#]Charges applicable w.e.f. 10 November 2008 as per RBI Circular dated 8 October 2008.</p>	
Foreign Exchange Transactions	
Foreign Currency Telegraphic Transfers (other than FCNR Accounts)	0.3% of value (Min. ₹100, Max ₹1,500) + cable charge of ₹200
Foreign Currency Demand Drafts (other than FCNR Accounts)	0.3% of value (Min. ₹100, Max. ₹1,500)
Cancellation	₹200
Telegraphic Transfer - Inward Processing Fee	Free
Foreign Currency Cheques sent for Collection Outside India	Free
[#] Charges applicable w.e.f. 10 November 2008. ¹ This facility requires separate registration.	

HSBC Premier Platinum Debit Card	
Services	
Membership Fee	Free
Annual Fee	Free
Renewal Charges	Free
Card Replacement Fee ^{^^} (India/Overseas)	Free
HSBC ATM Cash Withdrawal ^{^^} (India/Overseas)	Free
Non-HSBC Visa ATM Cash Withdrawal (India)	Free
Non-HSBC ATM Cash Withdrawal ^{**} (Outside India)	₹120 per transaction
Balance Enquiry at any HSBC ATM ^{^^} (India/Overseas)	Free
Balance Enquiry at any non-HSBC Visa ATM (India)	Free
Balance Enquiry at non-HSBC ATM ^{**} (Outside India)	₹15 per enquiry
Duplicate Issuance of Pin	Free

Charge Slip Retrieval/Charge Back processing Fee	₹225
ATM Cash Withdrawal Limit (per day)	₹250,000
Purchase Transaction Limit (per day)	₹250,000
Transfer Limits (to accounts linked to or not linked to card) (per day)	₹150,000
Monthly Account Statement	Free
Transactions declined due to Insufficient Funds at ATM	Free
Currency Conversion Mark-up (Valid for International Transactions)	3.5% of ₹ value of the transaction
Per transaction limit for cash withdrawal at Non-HSBC ATMs in India	₹10,000
^^ HSBC NRO Premier Debit Card can be used only in India ** Not applicable to NRO Cards	
Please note: Use of debit card at petrol pumps will attract a surcharge of 2.5% of the purchase value of ₹10 (whichever is higher). Some banks may levy an access fee for use of their ATMs abroad which is over and above the ATM cash withdrawal charge levied by HSBC.	

HSBC Premier ATM Card	
Services	
Membership Fee	Free
Annual Fee	Free
Renewal Charges	Free
Card Replacement Fee	Free
Pin Replacement	Free
HSBC ATM Cash Withdrawal in India	Free

Notes:

- A senior citizen is defined as a person above the age of 60 years
- Charges applicable per request, per account and per instrument
- Tariff structure is subject to change from time to time at the sole discretion of HSBC India. HSBC India shall provide one month's notice prior to the revised charges being levied/becoming effective
- Out-of-pocket expenses for various services will be recovered as applicable for all charges unless specified
- 'Collect At Branch' Deliverables include following items which can be collected from HSBC India branches: Account Statements, Debit Card, Welcome Kit, Demand Draft, Debit Card PIN, Credit Card PIN, Internet Banking Password, PhoneBanking PIN, Cheque Book
- The Bank will charge a cross currency conversion markup of 3.5% (plus applicable taxes^{\$\$}) on all international transactions (ATM and Point of Sale) using the HSBC Premier Debit Card and HSBC Premier Platinum Debit Card
- Use of debit card at petrol pumps would invite a surcharge of 2.5% of the purchase value or ₹10 (whichever is higher) as per industry standards
- In order to avail Home Banking facility kindly contact your nearest HSBC branch for details
- HSBC NRO Premier Debit Cards cannot be used overseas and hence its usage is restricted only to India
- Service charges will be recovered from the linked HSBC Premier Savings Account in the subsequent calendar month
- Taxes are applicable as per the prevailing rates. Please [click here](#) for latest details

The rates, commissions and charges in this tariff are not exhaustive.

The Bank reserves the right to amend the current tariff after providing a 30 day notice to the customers. This is an abridged version. If you require a service for which a charge/fee is not outlined here, please contact your HSBC branch or call us or refer to the complete schedule of charges as given on our website www.hsbc.co.in

Please note that, fees and charges are subject to (applicable Taxes^{\$\$}) at the rates as specified under the Finance Act 1994 as amended from time to time. Please be advised that taxes as notified by the Government will be applicable on our fees and charges.

^{\$\$}Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/Union Territory GST or Inter-State GST, as applicable, would apply on our fees and charges with effect from 1 July 2017.

The information provided is intended as a general guide for reference. Benefits and features are subject to local country regulatory restrictions and applicable terms and conditions.

13. For details pertaining to Standing instructions, Account closure, Dormant/Inoperative accounts, Disclosure of information, Facility for SMS/mail alerts, details of insurance cover offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) please refer to account rules/terms and conditions under bank account section on www.hsbc.co.in

14. Standing instructions are freely accepted on all current and savings bank accounts. The scope of standing instructions service includes payments on account of taxes, rents, bills, school/college fees, licences, etc. There is no penalty levied in case of any non-execution of instructions by the customers. For standing instructions, the Bank accepts no responsibility for any loss or delay which may occur in the transfer, transmission and/or application of funds or (in the case of remittance by telegraphic transfers) for any error, omission or mutilation which may occur in the transmission of any message or for its misinterpretation when received and the Bank stands indemnified against any actions, proceedings, claims and/or demands that may arise in connection with such loss, delay, error, omission, mutilation or misinterpretation.

15. Currently Bank does not levy any charges for the following:

- Closure of account within a period of 14 days from the date of account opening
- Account activation charges for dormant and inactive accounts
- SMS/e-mail alerts

For Policies and Fair Practices codes please refer Important Notification section on www.hsbc.co.in

16. i) Dormant Accounts

Accounts are dormant or inactive if the same has not been operated for more than 12 months. Such accounts can be activated by any one of the following ways:

- Perform a deposit or withdrawal transaction in your account
- Make a payment through cheque or transfer
- Written request for account activation
- NRI customers residing in UAE and Oman can also provide a written request instructing HSBC to activate their account at any of the Offshore Premier Service Desks (UAE and OMAN) alternatively can send an account activation instruction to the HSBC India Non-Resident Relationship Manager/HSBC branch in India.

16. ii) Unclaimed Accounts

Accounts are 'unclaimed' or inoperative status if there has not been any transaction for more than two years on this account. Customers can activate their accounts by visiting any HSBC branch in India along with all the joint holders (if any)/Authorised signatories and provide an activation request along with latest 'Know Your Customers' (KYC) documents as per the latest Customer Acceptance procedures.

17. The Bank and other members of the HSBC Group are required to and may take any action to meet Compliance Obligations relating to or in connection with the detection, investigation and prevention of Financial Crime ('Financial Crime Risk Management Activity') and act in accordance with the laws, regulations and requests of public and regulatory authorities operating in various jurisdictions which relate to Financial Crime. The Bank may take, and may instruct (or be instructed by) any other member of the HSBC Group to take, any action which it or such other member, in its sole and absolute discretion, considers appropriate to take in accordance with all such laws, regulations and requests.

Such action may include but is not limited to (a) screening, intercepting and investigating any instruction, communication, drawdown request, application for services, or any payment sent to or by you, or on your behalf, (b) investigating the source of or intended recipient of funds (c) combining Customer Information with other related information in the possession of the HSBC Group, and/or (d) making further enquiries as to the status of a person or entity, whether they are subject to a sanctions regime, or confirming your identity and status (e) share information on a confidential basis with such HSBC Group offices whether located in India or overseas in relation to prevention of Financial Crime.

Exceptionally, our Financial Crime Risk Management Activity may lead to us delaying, blocking or refusing the making or clearing of any payment, the processing of your instructions or application for services or the provision of all or part of the services. To the extent permissible by law, neither we nor any other member of HSBC Group shall be liable to you or any third party in respect of any loss (whether direct or consequential and including, without limitation, loss of profit or interest, however it arose) that was suffered or incurred by you or a third party, caused in whole or in part in connection with the undertaking of Financial Crime Risk Management Activity.

In certain circumstances, the action which the Bank may take may prevent or cause a delay in the processing of certain information. Therefore, neither the Bank nor any member of the HSBC Group warrants that any information on the Bank's systems relating to any payment messages or other information and communications which are the

subject of any action taken pursuant to this clause is accurate, current or up-to-date at the time it is accessed, whilst such action is being taken.

For the purpose of the present clause:

'Compliance Obligations' means obligations of the HSBC Group to comply with: (a) laws or international guidance and internal policies or procedures, (b) any demand or request from authorities or reporting, disclosure or other obligations under laws, and (c) laws requiring us to verify the identity of our customers.

In pursuance of the above Right, bank will:

i) Treat customer's personal information as private and confidential (even when the customer is no longer banking with us), and, as a general rule, not disclose such information to any other individual/institutions including its subsidiaries/ associates, tie-up institutions etc. for any purpose unless: (a) The customer has authorized such disclosure explicitly in writing (b) Disclosure is compelled by law/regulation;(c) Bank has a duty to the public to disclose i.e. in public interest (d) Bank has to protect its interests through disclosure (e) It is for a regulatory mandated business purpose such as disclosure of default to credit information companies or debt collection agencies.

'Financial Crime' includes money laundering, terrorist financing, bribery, corruption, tax evasion, fraud, evasion of economic or trade sanctions, and/or any acts or attempts to circumvent or violate any laws relating to these matters.

18. Customers are not charged for any SMS and email alert facilities

To know about Grievance Redressal Mechanism, please refer Home page of www.hsbc.co.in

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Contact our HSBC PhoneBanking services at Call Us.

OR

**E-Mail us at complaints.india@hsbc.co.in

OR

Write to:

The Manager
Customer Care Centre
The Hongkong and Shanghai Banking Corporation Limited
Rajalakshmi, No. 5 and 7
Cathedral Road
Chennai - 600 086

OR

Banking customers may contact the customer service executive(s) at our HSBC branches or write to the Branch Manager explaining the details of their issues. To locate a branch near you, please follow this link: [HSBC branch and ATM locator](#)

For further details refer the following link:

<http://www.hsbc.co.in/1/2/miscellaneous/grievance-redressal>

The Bank will notify, 30 days in advance, any charge in terms and conditions/fee and charges

20.i) The Bank reserve the right to add, to delete and/or vary any of the terms and conditions by giving a prospective notice of 30 days. Such addition/deletion or variation changes to these terms and conditions will be displayed on the HSBC website and a copy of the same will be available at the branch on request.

ii) The Bank reserve the right to include any service charges by giving a prospective notice of 30 days. Such addition or deletion of service charges will be displayed on the HSBC website.

21. Bank deposits are covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) up to an aggregate value of ₹1 lakh per depositor.