

**Flexibility to choose,  
power to change**



**HSBC's 30 Day Service Pledge  
for Savings and Current Account**

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



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 Savings and Current Accounts 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](http://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](mailto:info@hsbc.co.in)

Product	Terms	Waiver/Refund of
Savings and Current Account <b>Exclusions:</b> Smart Money or Smart Money International Accounts	Close or downgrade the account if customers approach us within 30 days from the date the account is opened.	Fees for account closure within 6 months.

## **Savings and Current Account 30 Day Service Pledge FAQs**

- Q. What is the process to make a Service Pledge request to the Bank?**
- A. – In case of re-classification of the account, you will need to provide the downgrade request duly signed by all account holders, specifying that it is submitted under the '30 Day Service Pledge' Programme (Programme) and the reasons for submission.
- In case of account closure, the account closure form or the refund/waiver request ('Request') form or a letter requesting account closure, duly signed by all the account holders will need to be submitted at any HSBC India branch. The fact that the request is being submitted under the Programme and the reason for submission will need to be mentioned in the instructions. All deliverables pertaining to the account i.e. unutilized cheque book, Debit/ATM card, Internet Banking token, (if held) etc., will need to be returned to the Bank in case of account closure. Alternately, the confirmation of destroying the deliverables will need to be stated in the account closure request.
- Q. Which fees or charges are eligible for the refund/waiver under the Programme?**
- A. The fees for closure of account within six months from the date of account opening will be waived under the service pledge request. Any charges related to the closure of the account, or charges related to the transfer of closure proceeds that pertain to entities other than the Bank (external), will need to be borne by the account holders. Any exchange rate applied to the transfer of funds in a different currency, if applicable, will be as per the exchange rate on the date of transfer of the closure proceeds. Any charges levied to the account during the tenure of the account held with the Bank, will not be eligible for any refund at the time of account closure or re-classification.
- Q. How do I know my account opening date?**
- A. The date of account opening can be known by calling HSBC PhoneBanking or writing into [info@hsbc.co.in](mailto:info@hsbc.co.in) or approaching your nearest HSBC India branch.
- Q. When will my account be closed?**
- A. The account will be closed within 7 working days from the date of receipt of the complete account closure request at the branch.
- Q. I have given standing instruction/auto debit/ECS instructions on my account. What will be the status of such requests?**
- A. In the case of account closure, any instructions on the account such as Standing Instruction, ECS debit, etc. will be invalidated once the account is closed. If the account is re-classified, these instructions will continue on the re-classified account; however charges may be applicable as per the terms of the re-classified account.

**Q. What will happen to any cheques that have been issued or deposited on the account for which I have submitted the request under the Programme?**

A. In the case of account closure, any cheques issued or deposited in the account will not be processed and they will be returned by the Bank. In case the account is re-classified, the account number will remain the same, and the cheques issued or deposited into the account will be processed by the Bank.

**Q. I have a fixed deposit linked to this account. What will happen to this fixed deposit?**

A. Any fixed deposits linked to the account will continue as per the Bank's terms and conditions pertaining to Fixed Deposit Accounts, until further instructions are received on the same from the account holders. Please keep track of the fixed deposits and submit the instructions to the Bank as required.

**Q. I have enrolled under the Bank's Loyalty Programme with respect to HSBC Debit Cards. What will happen to my reward points?**

A. Any loyalty reward points earned/credited during the Programme period, related to account opening will be reversed by the Bank. Any points that may have been redeemed will be deducted from the closure proceeds of the account. Any gift vouchers or gifts received under the promotional offer for account opening will need to be returned along with the waiver/refund request. If the gift vouchers have been used, the value will be recovered from you.

**Q. Will I earn the interest on the balance in my account if I request for closure under the Programme?**

A. Yes. You will get the interest accrued on the balance in your savings account for the period until the account is closed. This interest will be paid along with the closure proceeds. No interest is earned on the balance maintained in a current account.

**Q. I have a Smart Money savings/current account with an overdraft facility against fixed deposit/s. Is this account eligible under the Service Pledge Programme?**

A. No. The Smart Money Account and Smart Money International Account, being overdraft accounts against the fixed deposits are not eligible under the Service Pledge Programme.

**Q. I understand that as per regulatory guidelines, the customer has a window of 14 days from the date of first credit into the account, to review if he wishes to maintain this account. Will the 30 day service pledge period be over and above the 14 days referred above?**

A. The Service Pledge Programme will be offered until a maximum period of 30 days from the account opening date, as per the terms. The local regulatory guideline offers customers 14 days from the date of first credit in the account, to decide on continuing that account with the Bank. The customer will be eligible to avail of one feature only - either for the service pledge, or the regulatory guideline, whichever is applicable earlier

## **Savings and Current account 30 Day Service Pledge Terms and Conditions**

- Under the Programme, the customer is eligible for the waiver of fees that are charged for account closure within six months of account opening
- To be eligible for the refund/waiver of the account closure charge, the refund / waiver request ('Request') under the Service Pledge Programme ('Programme') must be received by The Hongkong and Shanghai Banking Corporation Limited ('HSBC/the Bank') within 30 calendar days of the date of account opening
- The refund request ('request') received under the Programme will authorize the Bank to re-classify or close the account subject to the request' being received under the stipulations defined herein
- The request for account closure or re-classification will need to be signed by all the joint account holders, and make reference to the Programme, stating the reason for submission of the request
- All deliverables pertaining to the account i.e. unutilized cheque book, Debit/ATM card, Internet Banking token, (if held) etc., will need to be returned to the Bank in case of account closure. Alternately, the confirmation of destroying the deliverables will need to be stated in the account closure request
- Any instructions on the account such as Standing Instruction, ECS debit, etc. will be invalidated once the account is closed. If the account is re-classified, these instructions will continue on the re-classified account; however charges may be applicable as per the terms of the re-classified account
- Any cheques received or issued, or any credits or debits received once the account is closed, will not be processed and returned by the Bank. However any cheques received or issued, or any credits or debits received once the account is re-classified will be processed by the Bank
- Charges related to the closure of the account, or transfer of closure proceeds that pertain to entities other than the Bank (external), will need to be borne by the account holders.
- Charges levied to the account during the tenure of the account held with the Bank, will not be eligible for any refund at the time of account closure or re-classification
- Fixed Deposits linked to the account being closed will continue as per the Bank's terms and conditions on Fixed Deposit Accounts, until further instructions are received from the account holders. Fixed Deposit Account holders will need to track their deposits and approach the Bank with any instructions on the same

- If the request is received on an account which is linked to other accounts or products of the Bank, it will be processed subject to the terms and conditions of the linked accounts or products as applicable, and the decision of the Bank will be binding on the customer
- Loyalty reward points related to account opening, earned or credited during the Programme period, will be reversed. Such loyalty points, if redeemed by the customer, will be deducted from the closure proceeds of the account. Any gift vouchers issued for the account during the Programme period will need to be returned by the customer along with the request. If the gift vouchers have been used, the value will be deducted from the closure proceeds
- Smart Money or Smart Money International accounts are overdraft accounts set up against fixed deposits held by the customers. These accounts are not eligible under the service pledge Programme
- The Service Pledge Programme will be offered until a maximum period of 30 days from the account opening date, as per the terms. The local regulatory guideline offers customers 14 days from the date of first credit in the account, to decide on continuing that account with the Bank. The customer will be eligible to avail of one feature only - either for the service pledge, or the regulatory guideline, whichever is applicable earlier
- The account closure proceeds will be as per the account balance at the time of closure, and any exchange rate applied that may be applied, will be as applicable as on the date of transfer of the closure proceeds
- 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](http://www.hsbc.co.in)