



**Dear Customer,**

**Are you getting the service you deserve from HSBC?**

As our customer, we want to ensure that you receive best of services from us. At any stage, if our service does not meet.

**Our branches** — Visit our nearest branch and meet the Customer Service Executive or Branch Manager.

**NORTH INDIA**

- R-47, Greater Kailash-I, New Delhi-110 048
- Plot no.64, Ring Road, Lajpat Nagar 3, New Delhi 110024
- SCO 1, 2, 3, Sector 9-D, Chandigarh-160 009
- 25, Birla Towers, Barakhamba Road, New Delhi-110 011
- 61-A, Vasanti, Sardar Patel Marg, C-Scheme, Jaipur-302 001
- K 14, Sector 18, Gautam Budh Nagar, Noida-201 301
- JMD Regent Square, DLF Phase II, Gurgaon Mehrauli Road, Gurgaon-122 001

**SOUTH INDIA**

- Rajalakshmi, No. 5 and 7, Cathedral Road, Chennai-600 086
- 7 Mahatma Gandhi Road, Bengaluru-560 001
- No. 84, Gandhi Bazar Main Road, Basavanagudi, Bengaluru-560 004
- 6-3-1107 and 1108, Raj Bhavan Road, Somajiguda, Hyderabad-500 082
- Pulikkal Estate, M. G. Road, Pallimukku, Kochi-682 016
- Srivari Gokul Towers Grd, Mezz, 108, Race Course Road, Coimbatore-641 018

**EAST INDIA**

- 31 BBD Bagh, Dalhousie Square, Kolkata-700 001
- Fort Terrazo, No. 5, Ramani Chatterjee Road, Gariahat, Kolkata-700 029

**WEST INDIA**

- 52/60 Mahatma Gandhi Road, Mumabi-400 001
- Cnergy Building, Unit No.1,Ground Floor, Plot Number FP 1090 & 1092, S Ghanerkar Road, Appasaheb Marathe Marg, Near Century Bazar,Prabhadevi, Mumbai - 400 025.
- Asha Mahal, 46B Dr. G. Deshmukh Marg, Mumbai-400 026
- HSBC Centre, Dr. Ambedkar Road, Bandra (West), Mumbai-400 050
- Unit No. 3 and 4, East Wing, Satellite Gazebo, Guru Har Govindji Marg, Andheri – Ghatkopar Link Road, Andheri (East), Mumbai - 400 093
- Ground Floor, Sanket Apartments, Central Avenue Road, 14th Road Corner, Chembur (E), Mumbai-400 071
- G4, Prudential Hiranandani Business Park, Ground Floor, Powai, Mumbai - 400 076
- Ground and 1st floor, Duru House, Next to J. W. Marriott, Juhu Tara Road, Mumbai - 400 049
- Siddharth Arcade, Off L T Road - Factory Lane Junction, Borivali (West), Mumbai - 400 092
- No.35-47,1st Floor, Mardia Plaza, C G Road, Ahmedabad - 380 006
- Amar Avinash Corporate City, Sector No. 11, Shop No. 6-7-8, Bund Garden Road, Pune - 411 001

Resident Customers	Within India	From Overseas
HSBC Premier (Toll Free)	1800 266 3456 or 1800 120 4722	91-40-61268001 or 91-80-71898001
HSBC Personal Banking / Credit Cards (Toll Free)	1800 267 3456 or 1800 121 2208	91-40-61268002 or 91-80-71898002
Business Banking	1800 274 3211 (Toll Free)	+91-22-50166043
Retail Business Banking (RBB) - For general queries (Toll Free)	1 800 419 5400 or 1800 123 2979	91-40-61268004 or 91-80-71898004
Retail Business Banking (RBB) - For HSBCNet queries (Toll Free)	1800 120 2210	91-22-50323533

For Premier - Our PhoneBanking officers are available for enquiries 24X7.

For Personal Banking and Credit Cards - Our PhoneBanking officers are available for enquiries from 06:30 pm to 08:30 pm

Emergency services are available 24X7 to report loss or misuse on card or account, stop cheque etc.

For Retail Business Banking (general queries) - Working hours: 8 am to 7 pm IST (Monday – Friday) and 8 am to 4 pm IST on Saturday

For Business Banking - Opening Hours (excluding public holidays): Monday to Friday 9::30am to 6:30pm IST, and 1st, 3rd and 5th Saturday of each month.

For Retail Business Banking (HSBCNet queries) - Opening Hours (excluding public holidays): Monday to Friday 9:30 am to 6:30 pm and 1st, 3rd and 5th Saturday of the month

For Credit Card queries please call 1800 267 3456 / 1800 121 2208

### Important Information

### Terms & Conditions

#Our Business phone banking service is available between Monday to Friday 9:00 am to 6:00 pm Indian Standard Time (IST) to help you with your banking queries and transactions. For Interactive Voice Response (IVR) transactions, IVR enquiries and for emergency services like Lost Card Reporting and Stop Cheque Instructions our Phone Banking service is available 24/7.