

Cheque Collection Policy

Introduction

The Cheque Collection Policy of the Bank is a reflection of our on-going efforts to provide better service to our customers and set higher standards for performance. This policy document for The Hongkong and Shanghai Banking Corporation Limited (HSBC) covers the following aspects:

- Collection of cheques and other instruments payable locally, at centers within India
- Collection of cheques and other instruments payable at foreign centers
- Our commitment regarding time norms for collection of instruments
- Policy on payment of interest in cases where the bank fails to meet time norms for realization of proceeds of instruments
- Our policy on dealing with collection instruments lost in transit

Arrangements for Collection

Cheque type		Credit day*	Transaction Mode	Remarks
A	Local Cheque	Clear funds will be available by next working day from the presentation of Cheque, provided it is deposited prior to clearing cut-off time*	Via Clearing House	<ul style="list-style-type: none"> • Both the presenting bank as well as the drawee bank should be located within the Local Clearing Network decided by clearing house.
B	Speed Clearing	Clear funds will be available by next working day from the presentation of Cheque, provided it is deposited prior to clearing cut-off time*	Via Clearing House	The Reserve Bank of India launched "Speed Clearing" with the objective of reducing the time taken for collection of outstation cheques by leveraging the technological advantage arising out of implementation of Core Banking Solution (CBS) in banks. Speed clearing eliminates the need of physical movement of cheques to bank branch locations which participate in Speed Clearing.
C	Outstation Cheque - payable at all State Capitals	Within 7 working days (Clear funds will be available for withdrawal by the customer depending on the clearing house timelines for return of cheques in that city).	Collection basis	<ul style="list-style-type: none"> • Currently available for cheques drawn on State Capitals^
D	Outstation Cheque - payable at all major cities other than mentioned above ^^	Within 10 working days (Clear funds will be available for withdrawal by the customer depending on the clearing house timelines for return of cheques in that city).	Collection basis	<ul style="list-style-type: none"> • Currently available for cheques drawn on major cities

E	Outstation Cheque - payable at all other locations except for State Capitals and Major cities	Credit for collection instrument will be given within a period of 14 working days.	Collection basis	<ul style="list-style-type: none"> Covers cheques drawn on all locations that are not covered under the above categories.
F	Outstation Cheques – drawn on HSBC's own branch	Same day credit	Via inter-branch arrangement	<ul style="list-style-type: none"> Covers Cheques drawn on HSBC's own branches at outstation centers.
G	Foreign Currency Cheques denominated in USD –payable in US	Value up to USD 50,000 - -Within 19 working days. Value higher than USD 50,000 & not greater than USD 750,000 - -Within 25 working days. Value above USD 750,000 - On realization basis.	Via USD Correspondent Bank	<ul style="list-style-type: none"> Covers USD denominated cheques payable in US.
H	Foreign Currency Cheques payable at foreign centers except those covered in point G above	The average realisation time for foreign currency cheques is within 30 working days from the time the cheque is deposited at HSBC Branch.	Via Correspondent Banks or Collection Basis	<ul style="list-style-type: none"> Covers foreign currency cheques payable at foreign centers.

The credit timelines would vary in case of Cash Management deals and the same would be determined on the basis of overall relationship and market conditions.

*The day of credit is given assuming that on Day 0 the cheques are deposited within clearing cut-off timings applicable at the branch of deposit. For cheques received after clearing cut off, Day 0 will be the next working day. Clear funds are available post clearing house confirmation on return cheques.

^State capitals include Hyderabad, Itanagar, Dispur, Patna, Chandigarh, Raipur, Delhi, Panjim, Gandhinagar, Shimla, Srinagar, Jammu, Ranchi, Bengaluru, Thiruvanthapuram, Mumbai, Imphal, Shillong, Aizawal, Kohima, Bhubaneshwar, Bhopal, Jaipur, Gangtok, Chennai, Agartala, Lucknow, Dehradun & Kolkata.

^^The major cities include Noida, Gurgaon, Ludhiana, Jodhpur, Vadodara, Indore, Thane, Pune, Nagpur, Mysore, Vishakapatnam, Coimbatore, Kochi

The cut-off timings^^^ for acceptance of cheques are available at the respective branches. Additionally, the consolidated branch-wise cut-off timings are available on HSBC's website: <http://www.hsbc.co.in/1/2/personal/bank-accounts/account-rules#chqtiming>

Customers will be notified of cheques that are delayed by drawee Banks / dishonoured on receipt of information from Clearing house/drawee Banks.

Other Details

<p>Delays in collection of cheques #</p>	<p>As part of the compensation policy of the bank, the bank will pay interest to its customer on the amount of collection instruments in case there is delay in giving credit beyond the time period mentioned above. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.</p> <p>Interest for delayed collection shall be paid at the following rates:</p> <ul style="list-style-type: none"> • Savings bank rate for the period of delay beyond the time frame mentioned above for cheques mentioned in point no. A, B, C, D, E & F • In case of extraordinary delay, i.e. exceeding 90 days, interest at the rate of 2 per cent per annum above the fixed deposit rate applicable to the period of delay beyond the stipulated time frame, will be payable to the customers for the number of days of delay. • In the event the proceeds of cheques under collection were to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account upon production of relevant documentary proof. For extraordinary delay, i.e. exceeding 90 days, interest will be paid at rate of 2% above the rate applicable to loan account. • The interest payment is applicable only for cheques that are sent on collection within India.
<p>Cheques Lost in Transit</p>	<ul style="list-style-type: none"> • In the event a cheque or an instrument accepted for collection is lost in transit or in clearing process or at the paying Bank's Branch, the Bank would immediately on coming to know of the loss send a letter to the account holder so that the account holder can inform the drawer to record stop payment and also take care that other cheques issued by him/her are not dishonored due to non credit of the amount of the lost cheques/instrument • In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (as defined in category A, B, C, D, E & F as the case may be) interest will be paid for the period exceeding the stipulated collection period at the rates specified above. • In addition Bank will pay interest on the amount of the cheque for a further period of 15 days at the Savings Bank rate to provide for likely further delay in obtaining duplicate cheque/instrument and collection thereof. • The Bank would compensate the account holder for any direct and reasonable charges the customer incurs in getting duplicate cheques / instruments, upon production of relevant documentary proof.
<p>Immediate Credit of cheques accepted for outstation clearing</p>	<ul style="list-style-type: none"> • Bank will consider providing immediate credit for outstation cheques up to the aggregate value of Rs. 15,000/- tendered for collection by individual account holders subject to satisfactory conduct## of such account for a period of not less than 6 months. This facility will be provided only for those cheques that are drawn on HSBC branch location • Bank will levy normal collection charges and actual out of pocket expenses. • In the event the cheque is returned unpaid, interest at HSBC's PLR will be recovered from the date of credit of the cheque till date on which the amount is made good to the Bank. • The facility of immediate credit will be provided only upon a specific request made by the customer.
<p>Cheques payable in Foreign Countries</p>	<p>Cheques payable at foreign centers where HSBC has correspondent banking arrangements (either with HSBC Group entities operating in such countries or other banks) will be collected through such arrangements. Cheques drawn on foreign banks at centers where the bank or its correspondent do not have direct presence will be sent direct to drawee bank with instruction to credit proceeds to the respective Nostro Account of the bank maintained with one of the correspondent bank. The average realisation time for foreign currency cheques (except USD Denominated cheques whose details have been given below) is within 30 working days from the time the cheque is deposited at HSBC Branch. HSBC reserves the right to debit the customers account for the value of any Foreign Currency Cheque/s sent through HSBC for collection, in the event of the cheque/s being returned unpaid (for any reasons whatsoever) by the drawee bank at a later date after crediting the customers account. The conversion rate used is the rate prevalent on the day of credit to the customers account.</p> <p>Business Banking customers having account with HSBC for more than 6 months can be offered foreign currency cheque collection services. Instruments of value upto USD 25,000 only can be sent for collection under this arrangement</p> <p>Service Charges – Charges for collection of Foreign Currency Cheques are updated in the bank's tariff sheet (link appended).</p> <p>http://www.hsbc.co.in/1/2/miscellaneous/other-services-service-charges-and-fees</p>

<p>USD denominated cheques payable in Foreign Countries</p>	<p>USD denominated cheques payable at foreign centers where HSBC has correspondent banking arrangements (either with HSBC Group entities operating in such countries or other banks) will be collected through such arrangements. USD denominated cheques drawn on foreign banks at centers where the bank or its correspondent do not have direct presence will be sent direct to drawee bank with instruction to credit proceeds to the respective Nostro Account of the bank maintained with one of the correspondent bank. The credit for all USD denominated cheques will be on realization/clear funds basis. Following is the credit arrangement for USD denominated cheques payable in US</p> <ul style="list-style-type: none"> a) Cheques of Value up to USD 50000 – Credit will be passed to Customer not later than 19 working days* from the day of deposition. (These cheques will be routed under Check -21 clearing mode.) (b) Cheques of Value higher than USD 50000 & not greater than USD 750000 – Credit will be passed to the customer not later than 25 working days* from the day of deposition. (These cheques will be couriered to US for clearing.) (c) Cheques of Value greater than USD 750000 – Credit will be passed to customer post realization. (These cheques will be couriered to US for clearing.) <p>Credit Arrangement for USD denominated cheques payable outside US – Credit will be passed to customer post realization.</p> <p>HSBC reserves the right to debit the customers account for the value of any USD denominated Cheque/s sent through HSBC for collection, in the event of the cheque/s being returned unpaid (for any reasons whatsoever) by the drawee bank at a later date after crediting the customers account. The conversion rate used is the rate prevalent on the day of credit to the customers account.</p> <p>* Working Days – Days when both India & US are working.</p>
<p>Delay in collection of foreign currency denominated cheques</p>	<p>Customer will be paid interest on the value of the cheque from the date of sighting credit in our Nostro account till such time customer's account is credited. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.</p> <p>Interest for delayed collection shall be paid at the following rate:</p> <ul style="list-style-type: none"> • Savings bank rate for the period of delay in passing the funds to customer post sighting of funds in the nostro accounts for such foreign currency cheques. • In case of extraordinary delay beyond the agreed collection period, interest will be paid at savings bank rate plus 1 per cent per annum for next 90 days and savings bank rate plus 2 per cent per annum for any delays beyond that. Such interest shall be paid without the customer requesting for the same. <p>The interest payment is only applicable to cheques which are sent outside of India for collection.</p> <p>* Working Days – Days when both India & the country where cheques have been dispatched for clearing are working.</p>
<p>Contact</p>	<p>The bank has a dedicated processing unit in Mumbai, which is responsible to ensure quick realization of outstation cheques. For any queries please call our customer helpline number at your city, details of which are available on our website.</p>

This above cheque collection policy is not applicable for customers availing Cash Management Collections facilities from HSBC.

The bank is not liable to compensate customers for delayed credit if some unforeseen event (including but not limited to civil commotion, sabotage, lockout, strike or other labour disturbances, accident, fires, natural disasters or other "Acts of God", war, damage to HSBC's facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation etc) beyond the control of the bank prevents it from performing its obligations within service delivery parameters specified above.

Satisfactorily conducted account shall be the one

- Opened at least six months earlier and complying KYC norms
- Conduct of account is satisfactory and bank has not noticed any irregular dealing.
- Where no instrument, for which immediate credit was afforded returned unpaid for financial reason.
- Where bank has not experienced any difficulty in recovery of any amount advanced in the past including cheques returned after giving immediate credit.

^^^Cheque Deposit Timings

Branch	Local Clearing on Weekdays	Local Clearing on Saturdays
Adyar	14:00	12:30
Ahmedabad	15:00	12:30
Alipore	16:00	14:00
Andheri	12:00	9:30
Bandra	12:00	9:30
Bangalore	15:00	12:30
Basant Lok	13:00	12:00
Borivali	11:30	9:30
Chandigarh	14:00	12:00
Chembur	11:30	9:30
Chennai	14:00	12:00
Coimbatore	14:00	12:00
Dalhousie	16:00	14:00
Gariahat	16:00	14:00
Greater Kailash	11:45	9:45
Guwahati	15:30	13:30
Gurgaon	12:30	10:15
Howrah	16:00	14:00
Hyderabad	14:30	12:00
Indore	14:30	11:30
Jaipur	14:00	12:00
Jayanagar	13:30	10:00
Jodhpur	16:00	13:30
Juhu Vile Parle	11:30	9:30
Kochi	14:00	10:30
Lokhandwala	11:30	9:30
Lucknow	13:30	12:00
Ludhiana	15:00	12:00
Mumbai	14:30	11:30
Mysore	15:00	12:00
Nagpur	12:00	12:00
Nasik	13:00	10:30
New Delhi	14:00	12:00
Noida	13:00	10:00
Patna	15:30	13:30
Peddar Road	12:00	9:30
Powai	11:00	9:00
Pune	13:30	12:30
Punjabi Bagh	13:00	11:00
Raipur	15:30	12:30
Salt Lake	16:00	13:00
Shakespeare Sarani	16:00	14:00
Shivaji Nagar Pune	12:00	11:00
South Extension	14:00	12:00
Surat	12:00	11:00
Thane	11:00	9:00
Trivandrum	16:00	12:00
Ultadanga	16:00	14:00
Vadodara	15:00	11:00
Vishakapatnam	16:00	13:00

The enclosed cheque deposit timings at the respective branches are subject to change without prior notice.

ATM Cheque Clearance Timings

Branch Name	Cutoff Timings - Weekdays	Cutoff Timings - Saturday
Adyar	10:00 AM	10:00 AM
Ahmedabad	9:30 AM	9:30 AM
Andheri	8:45 AM	8:45 AM
Bandra	9:10 AM	9:10 AM
Bangalore	9:00 AM	9:00 AM
Basant Lok	9:00 AM	9:00 AM
Borivali	9:00 AM	9:00 AM
Chandigarh	9:30 AM	9:30 AM
Chembur	8:30 AM	8:30 AM
Chennai	11:00 AM	11:00 AM
Coimbatore	4:00 PM	2:00 PM
Dalhousie Road	10:00 AM	10:00 AM
Gariahat	9:45 AM	9:45 AM
Greater Kailash 1	9:00 AM	9:00 AM
Gurgaon	9:15 AM	9:15 AM
Guwahati	9:30 AM	9:30 AM
Howrah	9:30 AM	9:30 AM
Hyderabad	9:00 AM, 2:30 PM	9:00 AM
Indore	10:00 AM	10:00 AM
Jaipur	9:00 AM	9:00 AM
Jayanagar	8:45 AM	8:45 AM
Jodhpur	9:00 AM	9:00 AM
Juhu Vile Parle	8:30 AM	8:30 AM
Kochi	9:00 AM	9:00 AM
Lokhandwala	9:00 AM	9:00 AM
Lucknow	9:45 AM	9:45 AM
Ludhiana	9:45 AM	9:45 AM
Mumbai	8:30 AM	8:30 AM
Mysore	9:30 AM	9:30 AM
Nagpur	9:30 AM	9:30 AM
Nasik	9:00 AM	9:00 AM
New Alipore	9:40 AM	9:40 AM
New Delhi	10:00 AM	10:00 AM
Noida	9:00 AM	9:00 AM
Patna	9:30 AM	9:30 AM
Peddar Road	9:30 AM	9:30 AM
Powai	8:30 AM	8:30 AM
Pune	9:00 AM	9:00 AM
Punjabi Bagh	9:00 AM	9:00 AM
Raipur	9:30 AM	9:30 AM
Salt Lake	9:45 AM	9:45 AM
Shakespeare Sarani	9:30 AM	9:30 AM
Shivaji Nagar, Pune	NA	NA
South Extension	9:00 AM	9:00 AM
Surat	10:00 AM	10:00 AM
Thane	8:45 AM	8:45 AM
Trivandrum	9:30 AM	9:30 AM
Ultadanga	9:30 AM	9:30 AM
Vadodara	9:00 AM	9:00 AM
Vishakapatnam	9:55 AM	9:55 AM

You can call us

City	Banking related queries	Credit Card related queries	Business Banking/ SME Trade Contact Centre Numbers
Ahmedabad	98982 72424	98983 77373	98983 77318
Bangalore	2558 9595	2558 9696	4118 6590
Chandigarh	98769 22424	98769 27373	98769 37318
Chennai	2526 9595	4341 9696	4200 8790
Coimbatore	98943 72424	98944 77373	98944 77318
Gurgaon	99107 92424	99107 97373	99107 97318
Guwahati	1860 266 2667	1860 266 2667	1800 103 2667
Hyderabad	2335 8686	2335 8787	6667 4790
Indore	98932 72424	98932 77373	98934 77318
Jaipur	99280 32424	99280 37373	99280 37318
Jodhpur	99280 32424	99280 37373	99280 37318
Kochi	98954 72424	98954 77373	98954 77318
Kolkata	2243 8585	2243 8686	2213 9980
Lucknow	99351 42424	99350 97373	99350 97318
Ludhiana	98769 22424	98769 27373	98769 37318
Mumbai	4042 2424	6680 0001	6666 8890
Mysore	99809 22424	99809 27373	99809 27318
Nagpur	99600 42424	98601 07373	98900 47318
New Delhi	2373 8989	2373 9696	4149 0790
Nasik	9960042424	98601 07373	98900 47318
Noida	99107 92424	99107 97373	99107 97318
Patna	99313 62424	99313 97373	99313 97318
Pune	6602 8585	6602 8686	2600 1190
Raipur	98932 72424	98932 77373	98934 77318
Surat	9898272424	98983 77373	98983 77318
Trivandrum	98954 72424	98954 77373	98954 77318
Vadodara	98982 72424	98983 77373	98983 77318
Vishakhapatnam	98490 12424	98496 77373	98496 77318