

# Your Voice Matters



Issued by the Honkong Shanghai Bank Corporation Limited, India  
Incorporated in Hongkong SAR with limited liability.

**HSBC**   
The world's local bank

## Did we put a smile on your face?

At HSBC, customer delight is priority. If you are happy with our services, we would love to hear about it. It would only encourage our employees to serve you better.

Kindly visit the website and share your valued compliments:  
<http://www.hsbc.co.in/1/2/miscellaneous/compliments>

## Expect More from HSBC

At HSBC, we are committed to give you a superior banking experience. If at any point, you are not satisfied with our services, please let us know. You can approach us through any of the channels mentioned below.

### ▶ LEVEL 1

Banking customers can contact the Customer Service Executives or the Branch Managers at any of our 47 branches. Should you require assistance with your issues or logging your complaint, our branch staff will certainly assist you.

Customers may also call into our 24-Hrs Phone Banking Service and our Phone Banking Executives will be glad to assist you.

City	Banking related queries	SME Business Banking and trade related queries	Credit Card related queries
Ahmedabad	98982 72424	98983 77318	98983 77373
Bangalore	2558 9595	41186590	2558 9696
Chandigarh	98769 22424	98769 37318	98769 27373
Chennai	2526 9595	4200 8790	2526 9696
Coimbatore	98943 72424	98944 77318	98944 77373
Gurgaon	99107 92424	99107 97318	99107 97373
Hyderabad	2335 8686	6667 4790	2335 8787
Indore	98932 72424	98934 77318	98932 77373
Jaipur	99280 32424	99280 37318	99280 37373
Jodhpur	99280 32424	99280 37318	99280 37373
Kochi	98954 72424	98954 77318	98954 77373
Kolkata	2243 8585	2213 9980	2243 8686
Lucknow	99351 42424	99350 97318	99350 97373
Ludhiana	98769 22424	98769 37318	98769 27373
Mumbai	4042 2424	6666 8890	6680 0001
Mysore	99809 22424	99809 27318	99809 27373
Nagpur	99600 42424	98900 47318	98601 07373
New Delhi	2373 8989	4149 0790	2373 9696
Noida	99107 92424	99107 97318	99107 97373
Patna	99313 62424	99313 97318	99313 97373
Pune	6602 8585	2600 1190	6602 8686
Raipur	98932 72424	98934 77318	98932 77373
Trivandrum	98954 72424	98954 77318	98954 77373
Vadodara	98982 72424	98983 77318	98983 77373
Visakhapatnam	98490 12424	98496 77318	98496 77373

Customers preferring electronic mail may write to **info@hsbc.co.in**

If you have registered for Internet Banking, we recommend that you send an email to us via secured channel i.e. through your Internet Banking account.

If you are a Corporate customer, please contact your Relationship Manager at the first instance.

## ▶ LEVEL 2

If you are not satisfied with the response that you have received from the above channels or if you have not heard from us in 10 working days, you can escalate your complaint by writing to the address mentioned below:

### **The Manager**

Customer Connect

The Hongkong and Shanghai Banking Corporation Limited  
No. 96, Dr. Radhakrishnan Salai,  
Mylapore, Chennai - 600 004.

Please quote the reference number (if any) that would have been provided to you in your earlier interaction with us along with your account / card number to help us understand and address your concern.

## ▶ LEVEL 3

If you are not satisfied with the response that you receive from the Customer Connect Team or if you do not receive a response within 7 working days of escalating your complaint to the Customer Connect Team, please contact the Nodal Officer of the bank to examine your issues and provide a fair and speedy resolution. Please write to;

### **Ms. Sathya Srinivasan**

Nodal Officer

The Hongkong and Shanghai Banking Corporation Limited  
No.96, Dr. Radhakrishnan Salai,  
Mylapore, Chennai - 600 004.  
Email: nodalofficerinm@hsbc.co.in

OR

You may contact the Nodal Officer Team between 09:30 AM to 06:00 PM, Monday to Friday.

Tel no.: 0091 - 44 - 3911 1217

Please quote the reference number (if any) pertaining to your earlier contact with the Bank on the same issue, in all your interactions with the Nodal Officer Team and above.

You should receive a response within 7 working days of Ms. Srinivasan receiving your complaint.

### ▶ FINAL ESCALATION

Should you feel that your concerns have not been addressed completely or if you do not hear from the Nodal Officer within 7 working days, please escalate the matter to:

#### **Mr. Rajnish Bahl**

Country Head, Personal Financial Services  
The Hongkong and Shanghai Banking Corporation Limited  
Shiv Building, 3rd floor,  
Plot No. 139-140, Sahar Junction Road,  
Western Express Highway (Near Garware),  
Vile Parle (E), Mumbai – 400 057.

You should receive a response within 5 working days of Mr. Bahl receiving your complaint.

### ▶ DISPUTE RESOLUTION

In the event that you do not receive any response within a month of the Bank receiving your representation, or if you are dissatisfied with the response received from the Bank, you may write to the Banking Ombudsman. The Banking Ombudsman is a statutory body appointed by the Reserve Bank of India under its Banking Ombudsman Scheme 2006, to look into the provision of satisfactory service by banks. You can get details on the Banking Ombudsman Scheme on our website ([www.hsbc.co.in](http://www.hsbc.co.in)) or by visiting any of our branches.

### **Providing Feedback**

Your feedback helps us strengthen things that we are doing well, and at the same time, improve on areas where we need to do better. If you have a suggestion about how we can improve our services, kindly visit the website: <http://www.hsbc.co.in/1/2/miscellaneous/compliments>

Thank you for taking time to share your views with us. It will help us serve you better.