

HSBC

Citizen's Charter

Jun 2009

HSBC 
The world's local bank

PREFACE

The ability of the banking industry to achieve the socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

A need was felt by us at HSBC (hereinafter referred to as “the Bank”) that in order to become more customer friendly, the Bank should come out with charter of its services for the customers. Citizens' Charter concept was considered as a base instrument to fill this need and accordingly this document was prepared. This document was made in consultation with the users and highlights the Bank's commitments towards the customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligation on the part of customers for healthy practices in customer-banker relationships.

This is not a legal document creating rights and obligations. The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We wish to acknowledge the initiative taken by the Ministry of Finance, Government of India and Ministry of Administrative Reforms and Public Grievances for encouraging us to bring out this charter.

We maintain constant consultations with our clientele through various Seminars, Customer Meets, etc., to evaluate, improve and widen the range of service to customer. However, all our customers are requested to keep us informed of their experiences about the various services rendered by the Bank and feel free to comment on this charter.

Place : Mumbai

Date : 30Jun09

NOTE

Information given in this booklet is as of 30Jun09, which is subject to change /revision.

This booklet should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between Customer and Banker.

Only key information on various services/facilities is given in this booklet. Each service has its own detailed terms and conditions; which can be made available on request.

For further details/information, visit or write to our branch offices, or call your local Bank Phone Banking number, Or visit our website www.hsbc.co.in.

TABLE OF CONTENTS

COMMON PRACTICES FOLLOWED BY OUR BRANCHES	4
FAIR BANKING PRACTICES	5
COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP	6
PAYMENT OF BALANCE IN ACCOUNTS OF THE DECEASED CUSTOMERS TO SURVIVORS/CLAIMANTS	10
NOMINATION	11
REMITTANCE SERVICE	11
COLLECTION SERVICE	13
EXCHANGE OF SOILED CURRENCY NOTES	14
TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS	15
FOREIGN EXCHANGE TRANSACTIONS	15
NRI ACCOUNTS	15
WEALTH MANAGEMENT	16
ALTERNATE DELIVERY CHANNELS	17
CREDIT CARDS	18
LOANS.....	19
REDRESSAL OF COMPLAINTS	21

Common Practices followed by Our Branches

- Display business hours.
- Render courteous services.
- Attend to all customers present in the banking hall at the close of business hours.
- Provide separate 'May I Help You' counter at our branches.
- Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity) and all safe deposit locker hirers (i.e. individual hirers).
- Display interest rates for various deposit schemes from time to time.
- Notify change in interest rates on advances.
- Provide details of various deposit schemes/services of the Bank.
- Issue Demand Drafts, Cashiers Orders, etc.
- Display Time - Norms for various banking transactions.
- Pay interest for delayed credit of outstation cheques as per the Bank's policy,
- Accord immediate credit in respect of outstation cheques upto a specified limit subject to certain conditions, as per the Bank's policy
- Provide facility for logging complaint/suggestion box in the branch premises.
- Display address of Branch and Central Office as well as Nodal Officer dealing with customer grievances/complaints.
- Display details of the BCSBI Code Compliance officer.

FAIR BANKING PRACTICES

Customers are requested to:

- Ensure safe custody of cheque book and account statements.
- Preferably use reverse carbon while writing a cheque.
- Issue crossed/account payee cheques as far as possible.
- Check the details of the cheque, namely, date, amount in words and figures, crossing etc., before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
- Not to issue cheque without adequate balance; maintain the average quarterly balance as specified by the Bank.
- Send cheques and other financial instruments by Registered Post or by courier.
- Get pass book updated from time to time.
- Use nomination facility.
- Safe keep account / locker numbers, debit cards, details of FD , account statements, Pins etc., separately.
- Inform change of address, telephone number, etc., to the Branch.
- Inform loss of demand draft, debit card, cheque leave (s)/book, key of locker, etc., immediately to the Branch.
- Avail standing instructions facility for repeat transactions.
- Provide feedback on our services.
- Pay interest, installments, locker rent and other dues on time.
- Avail services such as ATM, ECS, EFT, etc., if offered by the branch.
- Bring any deficiency in services to the notice of the branch.
- Not to sign blank cheque/s and also do not record your specimen signature either on pass book or on cheque book.
- Do not write your Phone Banking / Internet Banking pin on Debit card.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

SAVINGS BANK ACCOUNT

1. These accounts are designed to help the individuals (personal customers) to inculcate habit of saving money and to meet their future requirement of money. The amounts can be deposited / withdrawn from these accounts by way of deposit slips / ATM and cheques / Debit cards .It helps the customers to keep minimum cash at home besides earning interest.
2. Savings Bank accounts are very popular. These accounts can be opened by eligible person/s and certain organization/agencies (as approved by the Reserve Bank of India (RBI)).
3. While opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
4. The Bank requires relevant documents for identification of the person(s) opening the account The necessary documents will be advised at the time of account opening.
5. The Bank is required to obtain one recent photograph of the person(s) opening the account.
6. As per the provisions of S.139A of the Income Tax Act,1961, while opening an account the Bank is required to obtain Permanent Account Number (PAN) of the person/s opening the account. In the absence of PAN, Bank should obtain a declaration in Form No. 60 or 61 as the case may be from the person/s opening the account.
7. The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account. The list of document is available on the application form which is available at our branches and also on the website www.hsbc.co.in
8. The account holder is required to maintain an average quarterly balance in the account, as specified by the Bank from time to time. Non-compliance of this would attract service charges. Interest at 3.5% p.a. is presently paid by the Bank on quarterly basis depending on minimum balance between the 10th day and last day of the months, provided it works out to minimum Re. 1/-.
9. Cheques, dividend warrants drawn in the name of account holder(s) will only be collected through this account. Financial Instruments endorsed in favour of the account holder/s will not be collected through savings bank account.



The world's local bank

CURRENT ACCOUNT

1. Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts, etc.
2. While opening this account we will satisfy ourselves about the identity, including verification of address, of the prospective customer(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.
3. The Bank requires relevant documents for identification of the prospective customer(s) opening the account. The necessary documents will be advised at the time of account opening.
4. The Bank is required to obtain one recent photographs of the prospective customer(s) opening/operating the account.
5. As per the provisions of S.139A of the Income Tax Act,1961, while opening an account the Bank is required to obtain Permanent Account Number (PAN) of the prospective customer's opening the account. In the absence of PAN, Bank should obtain a declaration in Form No. 60 or 61 as the case may be from the prospective customer(s) opening the account.
6. The Bank will provide to the prospective customer(s) details of the documents required for identification of the prospective customer(s) opening the account. The list of document is available on the application form which is available at our branches and also on the website www.hsbc.co.in
7. Current account customers need to maintain an Average Quarterly Balance (AQB) basis their choice of account. The details of AQB are available on our website www.hsbc.co.in.
8. No interest is paid on credit balances kept in current account.
9. For opening special types of current accounts like for Executors, Administrators, Trustees, Liquidators etc., please contact our nearest branch and the staff will help in opening these type of accounts.

TERM DEPOSIT ACCOUNTS

Bank has tailored various deposit schemes to suit the needs and expectations of investing people in every walk of life. Branch staff shall welcome you to seek more details and shall also be glad to assist in the area of investment in various deposit schemes vis-a-vis your requirement.

Term Deposit accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, etc.

1. While opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
2. The Bank requires relevant documents for identification of the person(s) opening the account. The necessary documents will be advised at the time of account opening.
3. The Bank is required to obtain one recent photograph of the person/s opening the account.
4. As per the provisions of S.139A of the Income Tax Act,1961, while opening an account the Bank is required to obtain Permanent Account Number (PAN) of the person/s opening the account. In the absence of PAN, Bank should obtain a declaration in Form No. 60 or 61 as the case may be from the person/s opening the account.
5. The Bank will provide to the prospective customers details of the documents required for identification of the person opening the account. The list of documents is available on our application form which is available on the website www.hsbc.co.in
6. Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty (currently 1 percent), if any prescribed

by the Bank. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than the minimum period for which deposits were being accepted, for the currency and deposit type, as on the date of placement of deposit.. For Commercial Banking customers, please refer account rules available on www.hsbc.co.in for further details on premature deposit withdrawal.

7. Generally loans/overdrafts against deposits are allowed except on Certificates of Deposit (CD). Such loans are sanctioned by charging interest at rates directed by RBI from time to time or as prescribed by the Bank.
8. Deposits are renewed by the Bank on due dates on request. As a measure of good customer service, the Bank may intimate the depositor in advance regarding date of maturity.
9. Interest on deposits is payable either quarterly or compounded quarterly and paid at maturity (i.e., reinvestment of interest), as applicable under the particular deposit scheme.
10. Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.
11. For resident individuals, interest on bank deposits is exempt from income tax upto a limit specified by Income Tax authorities from time to time.
12. Presently, if the total interest on deposits, per resident individual depositor, per branch, per financial year exceeds Rs.10,000/-, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.
13. The depositor may furnish declaration in Form No. 15 H / Form No. 15 G preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.
14. The Bank will issue TDS Certificate for the tax deducted.

PAYMENT OF BALANCE IN ACCOUNTS OF THE DECEASED CUSTOMERS TO SURVIVORS/CLAIMANTS

The Bank will not insist on succession certificate from legal heirs in case the claim amount is below a threshold as defined by the Bank. However, the banks may adopt such safeguards in considering settling of claims as appropriate including accepting an indemnity bond.

STANDING INSTRUCTIONS

Standing instructions can be given to the Bank for transfer/remittance of funds from one account to other account/s maintained in the same branch, any other branch of the Bank or any other bank or any other third party

SAFE DEPOSIT LOCKERS

The facility of Safe Deposit Lockers is an ancillary service offered by the Bank at select branches. The Bank's branches offering this facility will indicate/display this information.

The major aspects governing the services are:

- A locker may be hired by an individual (not minor), firms, limited companies, specified associations and societies, etc.
- Nomination facility is available to individual hirer of Safe Deposit Locker.
- Loss of key should be immediately informed to the Branch.
- Lockers are available in different sizes.
- Lockers are rented out for a minimum period of one year. Rent is payable in advance. In case of overdue rent, the Bank will charge penalty as decided from time to time.
- With standing instruction, the rent may be paid from the deposit account of the hirer.
- The Bank will hire locker only if the required documents for identification and other required documents are provided.
- The Bank reserves the right to break open the locker if the rent is not paid in spite of giving notices as per the Bank rules and recover charges thereof.

NOMINATION

Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.

Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.

Nomination can be done in favour of one person only.

Nomination can be made, cancelled or varied by the account holder anytime during his/her life time. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders.

Nomination can be made in favour of a minor also.

For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.

Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

REMITTANCE SERVICE

Customers may remit funds from one centre to another centre by Demand Draft or Telegraphic Transfer (TT), etc., by paying specified charges as per the Bank's rules.

The customers can utilise the facility of Real Time Gross Settlement (RTGS), National Electronic Funds Transfer (NEFT) System, etc. operated through RBI for transferring funds to and from other centers.

Demand drafts, telegraphic transfers and travellers cheques will be issued by the Bank only by debit to the customer's account. Similarly, payment towards such instruments will be made through banking channels and not in cash.

CASHIER'S ORDER (i.e. PAY ORDER, BANKER'S CHEQUE)

Cashier's Order is issued for making payment locally

Issue/payment of cashier's order is to be made only through the bank account.

Validity period of cashier's order is 6 months. This can be revalidated by the issuing branch on written request of the purchaser alongwith the original instrument.



The world's local bank

ISSUE OF DUPLICATE Cashiers Order WITHOUT RECEIPT OF NON-PAYMENT ADVICE

The Bank will issue duplicate cashiers order upto Rs. 5,000/- on the basis of adequate indemnity and without obtaining Non-Payment Advice from the drawee branch.

TIME FRAME FOR ISSUE OF DUPLICATE Cashier Order (DRAFT drawn on branches of the Bank)

The Bank will issue duplicate cashiers order to the customer within a fortnight from the receipt of request.

COLLECTION SERVICE

Bank will consider providing immediate credit for outstation cheques up to the aggregate value of Rs 15000/- 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 the Bank Branch locations. Bank will levy normal collection charges and actual out of pocket expenses. In the event the cheque is returned unpaid, interest at the Bank'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 specific request made by the customer.

All cheques (local and outstation) deposited by the customers are cleared by the Bank as follows:

- **HIGH VALUE CLEARING** : This facility is available for the clients of selected branches at designated centres. Cheques presented through high value clearing are cleared on the same day.
- **LOCAL CLEARING** : Cheques are cleared normally on the second working day, depending on the centre subject to depositing of the cheques/instruments in time.
- **NATIONAL CLEARING** : Cheques drawn on State capitals will be cleared in 7 days. Cheques drawn on Major cities (other than state capitals) will be cleared in 10 days. Cheques drawn on all other centres are cleared in 14 days.

The Bank will credit the proceeds of an outstation cheque within the following time norms

- State Capitals : 7 working days
- Major Centres (as defined in cheque collection policy) : 10 working days
- All Other centres : 14 working days

If the Bank fails to do so, interest will be paid at the saving banks rate for the period of delay beyond the stipulated days mentioned above.

Further, if the delay is abnormal (more than 90 days) then penal interest at the rate of



The world's local bank

2% above the fixed deposit rate applicable will be paid.

Customers are requested to deposit their cheques within the stipulated timeframe at the branches.

EXCHANGE OF SOILED CURRENCY NOTES

The bank accepts soiled notes from customers for exchange.

INTEREST ON DEPOSITS

The Bank pays interest on deposits as per various deposit schemes.

Interest rates are revised from time to time and made known to public.

Revised interest rates are applicable only to the renewals and fresh deposits while existing deposit continue to get interest at the contracted rate.

SERVICE CHARGES

The Bank provides various services to customers for which service charges are levied. The charges are reviewed/revised from time to time.

Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, safe custody, issue of duplicate instruments/statements, etc. Details of service charges will be made available on request and details available on website / displayed on notice board at branches.

TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS

SR No.	Transaction Activity	Time Taken in processing
1	Cash deposits at Teller counter	Upto 15 minutes
2	Cash withdrawals at Teller counter	Upto 15 minutes
3	Issuance of Demand Draft/Cashier Order at the Teller counter	Upto 20 minutes
4	Opening of New account for walk-in customers **	Upto 30 minutes
5	Issuance of urgent duplicate statement of account(immediate preceding 3 months)	Upto 15 minutes
6	Passbook updation	Upto 15 minutes
7	Collection of Local Cheque (Non High Value)	Normally within 2 working days
8	Collection of Outstation Cheque	Normally within 14 working days

*- The above transaction time norms are indicative and are subject to change depending upon the volumes handled by each branch/location and Peak/Non peak period and ticket size of each transaction. These may vary slightly from branch to branch.

** Does not include account activation, handing over of deliverables to the account holder.

Foreign Exchange transactions

The Bank offers a wide range of Foreign Exchange Products and Services to all customers, through its branches. All Foreign Exchange transactions are conducted subject to Rules and Regulations under the Foreign Exchange Management Act, 1999 (FEMA). For more information, please contact the branch or visit our website www.hsbc.co.in.

Non Resident Indian Accounts

What are commonly known as "NRI accounts" are bank accounts in India opened for Non Resident Indians / Person of Indian Origin. For more information on such accounts, visit our website at www.hsbc.co.in.

Wealth Management

The Bank offers a broad range of banking and wealth management solutions tailored to meet the needs of various customer segments.

On the Insurance front, the Bank is a Corporate Agent of Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited for Life Insurance and Tata AIG General Insurance Company Limited for Non-Life Insurance. The Bank distributes a host of Life and Non Life products which are offered by its two partners.

On the wealth management front, the Bank provides its customers with a comprehensive product Suite which includes the following:

Mutual Funds :

A pool of funds collected from many investors that are invested in securities such as stocks, bonds, money market instruments and similar assets.

Systematic Investment Plan (SIP) :

A Systematic Investment Plan (SIP) is a method of regularly investing a fixed sum in a mutual fund scheme. This could be of different periodicities though monthly SIPs are most common

Fixed income :

An investment product where periodic income is received at regular intervals at reasonably predictable levels.

Demat :

A depository account facilitates holding of securities in dematerialised/ electronic form for the depository account holder.

Alternate Delivery Channels

Internet Banking

The Bank offers Internet Banking facility to its banking and credit card customers. This facility is compliant with all the norms and regulations laid down by the regulator from time to time. The facility offers the most secure form of authentication by the way of two factor authentication using a digital security device. Using this facility customers can enquire on their accounts as well as conduct financial transactions such as funds transfers using NEFT, RTGS and VMT (Visa Money Transfer). One can avail of other value added features such as accessing e-statements, making billpayment* communicating with the bank in a secure mode through a secure mail etc.

* This facility requires separate registration by the customer.

Phone Banking :

The Bank offers Phone Banking facility (automated system & personalized service) to Personal Banking & Commercial Banking customers. Some of the common practices followed by this channel are:

1. Render service 24 hours a day 7 days a week*
* Only emergency services (Reporting Lost card & Stop cheques) are provided from 9:00pm to 7:00am to all Non Premier customers.
2. Provide details of various financial products & services of the Bank.
4. Respond to customer queries related to customer account(s) with us, subject to verification of customer identity
5. Provide a facility for logging complaint/ suggestion.



The world's local bank

Credit Cards

The credit card provides a credit limit to the customer and every credit card has a unique identification number. The cardholder is billed for every transaction he/ she undertakes on card and subsequently needs to repay the credit extended, either in full or in part with agreed finance charges, as per the cardholder agreement.

Types of Credit Cards:

The Bank issues a variety of credit cards including but not limited to:

- Classic Credit Card
- Gold Credit Card
- Platinum Credit card
- Co branded Credit cards like HSBC Westside Credit card and HSBC Spencer's Retail credit card.

Features and Benefits:

Whilst each of these cards carries its own features and benefits, some of the common benefits across cards are:

- Revolving credit – The customer has the option of:
 - (i) Paying the outstanding amount in full
 - (ii) Paying only the minimum amount Due
 - (iii) Paying any amount ranging from minimum amount due to entire outstanding.In case of option (ii) & (iii); amount due is carried over to the next billing cycle.
- Cash advance – Customer can get instant access to cash, round the clock, at close to 1 million ATMs worldwide.
- Additional credit cards – Customer can get upto 3 additional cards for family members.
- Zero Lost Credit Card Liability Benefit - Credit cardholders have zero lost-credit card liability after the loss of the credit card has been reported to the Bank in writing or to the VISA / MasterCard Global Emergency Assistance Help lines. However, the customer will be liable for all charges incurred on the credit card before the customer reports the loss of the credit card.
- Access – HSBC Credit card is accepted at over 18 million establishments worldwide and over 100,000 establishments in India
- Online Convenience - online@hsbc, The Bank's Internet Banking service, offers a host of options. Customer can check their credit card transactions and credit card balances online and can also redeem their reward points online.
- Customer access through Phone Banking

Loans

We offer various secured and unsecured loans/advances classified as below:

SECURED LOAN		UNSECURED LOAN
Home Loan	Loan Against Shares	Personal Loan
Smart Home Loan		
Loan Against Property		

Details of these loans are available on our website (www.hsbc.co.in)

Features & Benefits:

Home Loan

The Bank's Home Loans helps you buy your Home without any hassles. You have to pay a standard EMI every month towards the repayment of your home loan. You have an option of choosing between a fixed or a floating rate of interest.

Smart Home

The Bank's Smart Home – an innovative Home Loan that enables you to save interest and reduce tenor.

Your Smart Home with the Bank can be operated just like a normal bank account. So you can deposit money and withdraw the same from your account anytime, absolutely free. In fact, using your Smart Home account for depositing your extra savings, can save you interest on your Home Loan.

Loan Against Property

The Bank's Loan Against Property allows you to raise funds easily against your residential property and take care of your financial requirements of business, child's education etc

Loan Against Shares

The Bank's Loan Against Shares allows you to raise funds easily against your shares and mutual funds. Lending is undertaken against approved list of scrips.

Personal Loan

Personal loans are currently being offered only to existing customers based on internal credit guidelines.

Terms and Conditions :

The important terms and conditions of all loan products are as follows:

- a. Rate of interest.
- b. Processing fee.
- c. Pre payment Charges.
- d. Other Charges, if any.

All terms and conditions will be intimated to you before the loan is disbursed. To know more about our rate of interest, processing fees, pre payment charges and other charges please visit our website (www.hsbc.co.in).

All the KYC (Know Your Customer) norms pertaining to loan/advances will be adhered to before disbursing any loan. All loan disbursals will be subject to various credit parameters and will be extended at the sole discretion of the Bank.

To avail these products you can approach us through website, customer care number or by visiting our nearest Branch

REDRESSAL OF COMPLAINTS

At the Bank, we want to make sure that you get only the very best of service from us, service which you, our valued customer, deserve.

If at any stage, you feel that our service levels are not upto your expectations, here is what you can do:

Level 1

Please write a letter to the Manager of the Branch explaining the details of the issue concerned.

You will receive a response within a period of 10 working days of the Branch Manager receiving the letter.

Level 2

If you are not satisfied with the response that you receive or if you do not hear from the Branch

Manager in 10 working days, you can escalate your complaint by writing to the below mentioned address:

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 provided to you (if any) in your earlier interaction 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.



The world's local bank

Please write to
Mrs. 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

You will receive a response within a period of 7 working days of Mrs. Srinivasan receiving your complaint.

OR

You may contact the Nodal Officer Team at the following contact number 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.

Final Escalation and Banking Ombudsman Scheme

Should you feel that your concerns have not been fully addressed yet or if you do not hear from the Nodal officer within 7 working days, please write to:

Mr. Rajnish Bahl,
Country Head, Personal Financial Services,
"Shiv" Building – Plot No. 139-140,
3rd Floor,
Sahar Junction Road,
Western Express Highway,
Near Garware, Vile Parle (E),
Mumbai – 400 057.

You will receive a response within a period of 5 working days of Mr. Bahl receiving the letter. In the event that you do not receive any response within one month from the date the Bank first received your representation, or if you are dissatisfied with the response given by the Bank, you may write to the Banking Ombudsman, 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. Brief details of the scheme are as follows:

The Reserve Bank of India has appointed an Ombudsman, who can be approached for redressing customer grievances if they have not already been redressed by the Bank. The salient features of the Scheme are as follows, and the following conditions will apply before the Ombudsman can be approached:

The complainant, before making a complaint to the Ombudsman, had made a written representation to the Bank, and the Bank had either rejected the complaint, or the complainant had not received a reply within a period of one month after the complaint was received by the Bank, or the complainant was not satisfied with the reply given by the Bank.

The complaint is made not later than one year after the complainant has received the Bank's reply to his/her representation or, where no reply is received, not later than one year and one month after the date of the representation to the Bank.

The complaint has not been settled by the Ombudsman in any previous proceedings.

The complaint is not the subject matter of proceedings before any court, tribunal, arbitrator or any other forum.

The complaint is not frivolous or vexatious in nature.

The complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.

The code of Bank's Commitment to Customers' was released by the Banking Codes and Standards Board of India (BCSBI) in July 2006.

Anonymous complaints will not be entertained.

All the services and commitments are honoured without the citizen having to pay any bribe.

Disclaimer :

This publication has been issued by The Hongkong and Shanghai Banking Corporation Limited in India (HSBC), Incorporated in Hong Kong SAR with limited liability for the information of its customers only. Information given in this booklet is subject to change / revision. This booklet should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between Customer and Banker. Only key information on various services / facilities is given in this booklet. Each service has its own detailed terms and conditions which can be made available on request. For further details / information visit or write to our branch offices.