



# **HSBC Citizen's Charter**

## **June 2017**

## **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 The Hongkong and Shanghai Banking Corporation Limited, India (hereinafter referred to as 'the Bank') that in order to become more customer-friendly, the Bank should come out with a charter of its services for the customers. Citizen's Charter concept was considered as a base instrument to fulfil this need and accordingly this document was prepared. This document was made in consultation with the users and highlights the Bank's commitment 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: 3 June 2017

## **NOTE**

Information given in this booklet is as of 3 June 2017, 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 are available on our website [www.hsbc.co.in](http://www.hsbc.co.in) or can be made available on request.

For further details/information, visit or write to our branch offices, or call your local bank PhoneBanking number, or visit our website [www.hsbc.co.in](http://www.hsbc.co.in)

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## **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 where feasible
- 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 up to 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 offices as well as Nodal Officer dealing with customer grievances/complaints
- Display details of the BCSBI Code compliance

## **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 Monthly Balance (AMB)/Total Relationship Balance (TRB)/Average Quarterly Balance (AOB) as specified by the Bank
- Send cheques and other financial instruments by Registered Post or by courier
- Get passbook updated from time to time
- Use nomination facility
- Safekeep account/locker numbers, Debit Cards, details of Fixed Deposit, Account Statements, PINs, etc., separately
- Inform change of address, telephone number, etc., to the branch
- Inform loss of Demand Draft, Debit Card, Cheque Leaf(res)/Book, Locker Key, 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 passbook or on cheque book
- Do not write your PhoneBanking/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 the 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 organisation/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(s) 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, the 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 customer(s), 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](http://www.hsbc.co.in)
8. The accountholder is required to maintain an AMB/TRB/AQB in the account, as specified by the Bank from time to time. Non-compliance of this would attract service charges. With effect from 1 April 2010, interest on the Savings Bank account will be calculated on daily product basis at 3.5% p.a.
9. Cheques, dividend warrants drawn in the name of accountholder(s) will only be collected through this account.
10. Financial Instruments endorsed in favour of the accountholder(s) will not be collected through Savings Bank account.

### **Current Account**

1. Current accounts can be opened by individuals, partnership firms, private and public limited companies, HUF/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 photograph(s) 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, the 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. For list of documents, please contact our nearest branch.
7. Current account customers need to maintain an AMB/TRB/AQB basis their choice of account. The details of balance required to be maintained are available on our website [www.hsbc.co.in](http://www.hsbc.co.in)
8. As per relevant regulations, no interest is paid on credit balances kept in Current account.
9. For opening special types of Current accounts like Executors, Administrators, Trustees, Liquidators, etc., please contact our nearest branch and the staff will help in opening these types of accounts.

### **Term Deposit Account**

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.

Interest rates are subject to change without any prior notice.

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

The Bank on request from the depositor, will allow withdrawal of all term/fixed deposit of individuals (held singly or jointly) irrespective of whether the amount is above or below `15 lakhs, before completion of the period of the deposit (premature withdrawal) agreed upon at the time of placing the deposit. The Bank shall declare their policy for penal interest rates for premature withdrawal of term deposit. The Bank shall make depositors aware of the rate applicable on premature withdrawal of the term/fixed deposit vide account rules/terms and conditions as updated from time to time and informed to customer post providing due notice. Interest shall be paid one percent less than the rate prevailing on the date of placement of deposit applicable to the amount and period for which the deposit remained with the Bank not at the contracted rate. 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 said currency and deposit type, as on the date of placement of deposit.

Term Deposit account 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(s) 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, the 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 customer(s), details of the documents required for identification of the person(s) opening the account.
6. Generally loans/overdrafts against deposits are allowed except on Certificate of Deposit (CD). Such loans are sanctioned by charging interest at rates as per the relevant regulatory guidelines or as prescribed by the Bank.
7. 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.
8. 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.
9. Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.
10. For resident individuals, interest on bank deposits is exempt from income tax up to a limit specified by Income Tax authorities from time to time.
11. Presently, if the total interest on deposits, per resident individual depositor, per branch, per financial year exceeds ₹10,000, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax authorities.
12. The depositor may furnish declaration in Form No. 15H/Form No. 15G preferably at the commencement of the financial year for receiving interest on deposits without deduction of tax.
13. The Bank will issue TDS certificate for the tax deducted. Accountholders are required to furnish their PAN to the Bank, failing which the interest on the Term Deposit would be liable for TDS at higher rates, in accordance with the requirements of the Indian Income Tax Act, 1961.

### **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 Bank 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 will continue to offer this facility to its existing safe deposit locker hirers.

The major aspects governing the services are:

- 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, 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 any time during his/her lifetime. 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 centres.

Demand Drafts and Telegraphic Transfers 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 3 months. This can be revalidated by the issuing branch on written request of the purchaser along with the original instrument

In line with regulatory guidelines the facility of NEFT/Issuance of Cashier's Orders/Demand Drafts can be availed by Non-customers up to a limit of ₹50,000 against cash post fulfilment of the Bank's KYC norms.

### **Timeframe for issue of duplicate Cashier's Order (Draft drawn on branches of the Bank)**

The Bank will issue duplicate Cashier's 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 ₹15,000 tendered for collection by individual account holders subject to satisfactory conduct<sup>#</sup> 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 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:

- 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 and subject to the presenting bank as well as the drawee bank being located within the Local Clearing Network decided by clearing house
- 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
- 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)
- Outstation Cheque – payable at all major cities: 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)
- 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

If the Bank fails to do so, interest for delayed collection shall be paid at the following rates:

- Savings Bank rate for the period of delay beyond the timeframe mentioned above
- In case of extraordinary delay, i.e. exceeding 90 days, interest at the rate of 2% per annum above the Fixed Deposit rate applicable to the period of delay beyond the stipulated timeframe, 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

Customers are requested to deposit their cheques within the stipulated timeframe at the branches. Please refer to the Bank's Cheque Collection Policy for more details.

#Satisfactorily conducted account shall be the one:

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

## 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 deposits continue to get interest at the contracted rate
- With effect from 1 April 2010, interest on the Savings Bank accounts will be calculated on daily product basis. The interest will be credited to your account on a quarterly basis as per RBI Master Direction on Interest on Deposits dated 3 March 2016 with effect from 1 July 2016

## 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 such details are also 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	Up to 15 minutes for Domestic currency. Up to 30 minutes for Foreign currency.
2.	Cash withdrawals at Teller counter	Up to 15 minutes for Domestic currency. Up to 30 minutes for Foreign currency.
3.	Issuance of Demand Draft/Cashier's Order at the Teller counter	Up to 20 minutes for Domestic currency. Foreign currency draft request received by the cut-off are prepared and despatched by the next day.
4.	Opening of new account for walk-in customers	Up to 30 minutes for providing the account number.
5.	Issuance of urgent duplicate statement of account (immediately preceding 3 months)	Up to 15 minutes.
6.	Passbook updation	Up to 15 minutes for A4 size passbook, 1 day if the customer opts for a compact passbook.



7.	Collection of Local Cheque (Non-High Value)	Normally within 2 working days.
8.	Collection of Outstation Cheque	Normally within 14 working days.
9.	Remittances	Inward Remittances: Account credit usually within 2 working days from day of receipt of funds by HSBC India. Outward Remittances: Transfer between accounts held with HSBC overseas usually within 2 working days.

Note: 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.

## **FOREIGN EXCHANGE TRANSACTIONS**

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

## **NON-RESIDENT INDIAN ACCOUNTS**

Accounts opened for Non-Resident Indians/Person of Indian Origin are commonly known as 'NRI accounts'. For more information on such accounts, visit our website at [www.hsbc.co.in](http://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 Bharti AXA General Insurance Company Limited for Retail Insurance. The Bank distributes a host of products which are offered by its 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. The Bank only distributes a host of third party mutual funds and does not have a mutual fund product of its own.

The Bank also offers portfolio advisory services wherein the Bank considers a number of different asset classes and recommends percentage investment allocation for each asset class to match customers risk profile and investment objectives, and then recommend such funds for the relevant asset class.

### **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.

### **Demat**

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

## **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. Customers have a choice to log on to their Personal Internet Banking account by either opting for:

- a. Login with passwords: Perform functions like checking your account balance, paying utility bills, viewing e-statements, etc., by logging on to your Personal Internet Banking account with your primary and secondary password.

OR

- b. Login with Security Device: The facility offers the most secure form of authentication by the way of two-factor authentication using a 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 Account to Credit Card Payment, etc.

One can avail of other value-added features such as accessing e-statements, making bill payment\*, communicating with the Bank in a secure mode through a secure mail, etc.

\*This facility requires separate registration by the customer.

## PhoneBanking

The Bank offers PhoneBanking facility (automated system and personalised service) to Personal Banking and 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 and Stop Cheques) are provided from 8:30 p.m. to 6:30 a.m. to all HSBC Non-Premier customers and HSBC Non-Advance customers and HSBC Gold and Classic Credit Cardholders.

2. Provide details of various financial products and services of the Bank.
3. Respond to customer queries related to customer account(s) with us, subject to verification of customer identity.
4. Provide a facility for logging complaint/suggestion.

## Mobile Banking

The Bank also offers Mobile Banking service through the mobile app. All customers who have registered for Personal Internet Banking through the desktop can use the mobile app. The customer needs to use his same Personal Internet Banking credentials, i.e. Login ID, passwords and/or security device for Mobile Banking. Customer can download the Mobile Banking app from the App Store/Play Store.

Customers have a choice to log on to their mobile app by either opting for:

- a. Login with passwords: Perform functions like checking your account balance, paying utility bills, and placing fixed deposits by logging on to your mobile app with your primary and secondary password.

OR

- b. Login with Security Device: The facility offers the most secure form of authentication by the way of two-factor authentication using a security device. Using this facility, customers can enquire on their accounts as well as conduct financial transactions such as funds transfers using NEFT and RTGS and also communicating with the Bank in a secured mode through a secured mail facility.

## Unified Payments Interface (HSBC UPI app — SimplyPay)

The Bank also offers online instant payments in a simple and convenient way through the Unified Payments Interface (UPI) app – SimplyPay launched for the customers which ensures paying and receiving money is as simple as making a call on your mobile phone. UPI is a functionality launched by the National Payments Corporation of India (NPCI).

SimplyPay app (UPI app) allows customer to link his accounts across banks using a single mobile app. The UPI app allows real-time funds transfer option to pay and collect money from family and friends in a secure real-time manner. All a customer needs to provide is his Virtual Payment Address (a unique address identified in the UPI ecosystem).

The key aspects of UPI are –

- UPI permits payments via mobile apps, both sender (payer) and receiver (payee) initiated
- Safe and secure
- Instant money transfer and available 24x7 including public/bank holidays
- Send payments basis a Virtual Payment Address or account number/IFSC code combination or to a Aadhaar number linked to the Bank account

Payments to merchants who are live on UPI.

## CREDIT CARDS

The Credit Card provides customers with a credit facility with an exclusive 16-digit Credit Card number.

The Cardholder is billed for every transaction he/she undertakes on card, the credit extended, either in full or in part with agreed finance charges subsequently needs to be repaid, as per the Cardholder agreement.

## Types of Credit Cards

The Bank issues a variety of Credit Cards including but not limited to:

- HSBC Gold Credit Card
- HSBC Platinum 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 outstandingIn case of Option(s) (ii) and (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. The cash withdrawal limit is communicated to the Cardholders in the monthly statements
- Additional Credit Cards: Customer can get up to 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 Helplines. However, the customer will be liable for all charges incurred on the Credit Card before the customer reports the loss of the Credit Card
- Online Convenience: online@hsbc, the Bank's Internet Banking service, offers a host of options. Customers can check their Credit Card transactions and Credit Card balances online and can also redeem their Reward Points online
- Customers can also access through HSBC PhoneBanking

## LOANS

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

SECURED LOAN	UNSECURED LOAN
<ul style="list-style-type: none"><li>• Home Loan</li><li>• Smart Home Loan</li><li>• Loan Against Property</li><li>• Smart Loan Against Property</li></ul>	<ul style="list-style-type: none"><li>• Personal Loan</li></ul>

Details of these loans are available on our website [www.hsbc.co.in](http://www.hsbc.co.in)

## Features and Benefits

### Home Loan

This is a vanilla Home Loan product variant based on a Flexible rate and Fixed loan tenure of up to 25 years. The loan is repayable in equated monthly installments (EMIs) over the loan period.

### Smart Home

The Smart Home account acts as a current account also. Excess funds over and above the EMI, deposited by the customer into the account result in savings of interest as the account computes interest only on the net debit/ledger balance on a daily basis. This interest offset enables the customer to reduce the interest paid and thereby resulting in a reduced tenure of the loan.

### Loan Against Property

We offer this product that allows you to take a loan against your residential property for variety of purposes like marriage, education, any other personal needs, etc.

### Smart Loan Against Property (SmartLAP)

This variant of LAP works on the same lines of a Smart Home and enables the customer to reduce the interest paid and thereby resulting in a reduced tenure of the loan.

## Personal Loan

Personal Loans are offered to existing HSBC India customers based on our internal credit guidelines and are also offered to New to Bank customers working with select corporates basis their income documents. This product is offered at a fixed rate of interest for tenures of up to 5 years to individuals to meet their personal borrowing needs such as home furnishing, purchase of household items, vacation expense, family wedding expense, etc.

No collateral/guarantor is required to issue this loan. Based on the offer, a processing fee may be charged upfront at the time of loan disbursement and the loan is repayable in equated monthly installments (EMIs) over the loan period.

The loan will be disbursed after thorough underwriting of the application form and financial documents in addition to screening and credit bureau check which will be conducted as a part of loan processing. The unsecured Personal Loan approval is based on the borrower's credit-history and ability to repay the loan from their personal income. The KYC (Know Your Customer) norms pertaining to loan/advances will be adhered to before disbursing any loan. All loan disbursements will be subject to various credit parameters and will be extended at the sole discretion of the Bank.

The Terms and Conditions of the loan will be shared at the time of loan application. To know more about our rate of interest, processing fees, prepayment charges and other charges, please visit the Loans page on our website [www.hsbc.co.in](http://www.hsbc.co.in)

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 up to your expectations, here is what you can do:

### L-1

Click here if you wish to [make a complaint](#).

OR

Contact our PhoneBanking services at [Call Us](#).

OR

\*\*\*E-Mail us at [complaints.india@hsbc.co.in](mailto:complaints.india@hsbc.co.in) OR

Write to

The Manager

Customer Care Centre,  
The Hongkong and Shanghai Banking Corporation Limited,  
Rajalakshmi, No. 5 and 7  
Cathedral Road,  
Chennai - 600 086

OR

Banking customers may contact the customer service executive(s) at our branches or write to the Branch Manager explaining the details of their issues. To locate a branch near you, please follow this link: [HSBC Branch and ATM locator](#).

### **We will respond to your complaint within 10 days.**

You can contact the Customer Facilitation Centre (CFC) of the Bank for complaints regarding an RTGS or NEFT transaction.

In case you wish to reach out with a complaint on your HSBC Demat account, please write to [retaildematqueriesinm@hsbc.co.in](mailto:retaildematqueriesinm@hsbc.co.in)

If you do not receive a response within 10 days from the channels under L-1, or, if you are not satisfied with the response received, **[please click here for the next level of escalation](#)**.

### L-2

If you are not satisfied with the resolution which you receive, or if you do not hear from us in 10 days, please [click here](#) to write to the Regional Nodal Officers of the Bank. Please quote the reference number provided to you in your earlier interaction with the Bank, along with your account/card number to help us understand and address your concern.

OR

You may also contact the Nodal Officer Team between 9:30 AM to 6:00 PM, Monday to Friday on contact number: +91 44 - 4594 1217, +91 44 - 3340 1217, +91 44 - 3911 1217, fax number: +91-044-30134046.

OR

You may log into the HSBC Internet Banking and send a message to the Nodal Officer by selecting the option of 'Nodal officer'.

## **We will respond to your complaint within 10 days.**

If you do not receive a response within 10 days from the channels under L-2, or, if you are not satisfied with the response received, please [click here](#) for the next level of escalation.

- [I have an existing complaint reference number/I do not remember the complaint reference number](#)
- [I do not have an existing complaint](#)

### **Final Level**

If you are not satisfied with the response that you receive from the above or if you do not receive a response within 10 days, you can [click here](#) to write to the Principal Nodal Officer or Senior Management in the Bank.

Prashanti Nagarkatti  
Chief Nodal Officer,

The Hongkong and Shanghai Banking Corporation, NESCO - IT Park Bldg. 3,  
9th Flr., Nesco Complex,  
Western Express Highway, Goregaon (East),  
Mumbai - 400 063

e-mail: [pnohsbcbank@hsbc.co.in](mailto:pnohsbcbank@hsbc.co.in)

Please [click here](#) to view the contact details of [Code Compliance Officers](#).

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.

**[Please click here for the details of Banking Ombudsman.](#)**

\*\*\*We recommend that you send an e-mail to us via secured channel, i.e. by logging to your Internet Banking account. This is to ensure that we maintain customer confidentiality and security.

Note: Please quote the **complaint reference number** provided by the Customer Service officer in case you wish to correspond further on the same issue.

### **Escalation to Banking Ombudsman**

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 HSBC. 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 HSBC, 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 HSBC'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 HSBC
- 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

If you have any issue, which you wish to take up at this forum, please contact your branch who will advise you in this regard. To obtain details of the scheme and the address and area of operation of Banking Ombudsman, follow this link: [Banking Ombudsman Scheme 2006](#).