

How can you submit the documents or information to us?

For Individuals:

You can submit the completed and signed KYC Updation Form, latest passport size photograph (to be affixed on the KYC Updation Form and signed across), with self-attested (signed) copies of your supporting documents for Identity and Address Proof to your nearest HSBC India Branch.

Important to note:

If there is a change in your Proof of Identity or Address recorded with us, we will not accept your documents by post. Please submit the declaration form and Proof of your Identity and Address at any HSBC India branch. The original identity and address proof document will need to be presented to Bank official for verification.

*KYC Updation Form is available on our website:

[Click here](#) for KYC Updation form :

<https://www.hsbc.co.in/content/dam/hsbc/in/documents/hsbc-safeguard-know-your-customer-form.pdf>

How often do you need to submit the information or documents to us?

We will approach different customers at different periodicities to update their information on our records depending on the internal classification of the Bank.

We may also approach you based on certain activities or transactions in your accounts or certain amendments on your records.

What will happen if we do not receive the information or documents from you?

Regrettably, without this information, we are afraid that we would not be able to continue to provide you with our banking services. Our systems work to protect you by understanding your normal pattern of behaviour and spotting anything unusual. If we have missing pieces of information, this makes it difficult for us to assess what is normal or unusual.

NOTE: If you need any clarification on your account before submitting your KYC documents, please contact your HSBC branch/Relationship Manager. You can also call HSBC PhoneBanking or e-mail us through Internet Banking (if you have registered for it) for general queries.

