HSBC’s 30 Day Service Pledge Request Form

Please tick (√) the applicable boxes.

Accountholders/investors are required to sign this form to authenticate all corrections or amendments (if any).

Wherever gift or voucher or offer is due to be returned to the Bank, the same must be submitted with the Service Pledge request.

Date (of request): DD/MM/YYYY
Branch (request submitted at) ......................................................................................................................................................................................

### Product

<table>
<thead>
<tr>
<th>Product</th>
<th>Documents to be submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Mutual Fund Investment</td>
<td>☐ Service Pledge Request Form, Letter of Instruction (for redemption)</td>
</tr>
<tr>
<td>☐ Demat Account</td>
<td>☐ Service Pledge Request Form, Account Closure Form (Annexure Q) Target Client Master, Delivery Instruction Booklet</td>
</tr>
<tr>
<td>☐ Savings/Current Account</td>
<td>☐ Service Pledge Request Form or letter mentioning Service Pledge and reason, account deliverables such as cheque book, ATM/debit card, Internet Banking token, etc.</td>
</tr>
<tr>
<td>☐ Home Loan/Smart Home</td>
<td>☐ Service Pledge Request Form, Foreclosure letter copy and Repayment of amount due or outstanding on account</td>
</tr>
<tr>
<td>☐ Personal Loan</td>
<td>☐ Service Pledge Request Form, Foreclosure letter copy and Repayment of amount due or outstanding on account</td>
</tr>
</tbody>
</table>

### Customer Details

Accountholder (First/Minor) ..........................................................................................................................................................
Joint Accountholder (Second/Guardian) ..........................................................................................................................................
Joint Accountholder (Third) ...........................................................................................................................................................
Customer ID ....................................................................................................................................................................................
Account/Loan ..................................................................................................................................................................................
Branch of Account/Loan .....................................................................................................................................................................
Date of Account Opening/Loan Disbursal: DD/MM/YYYY

☐ Credit the refund of applicable fees to my/our HSBC Account
☐ Credit the account proceeds to my/our HSBC Account
☐ Issue a pay order/Demand draft in my/our name
☐ Details of your account that needs to be debited in repayment of Loan: .................................................................
☐ If being repaid by Cheque/DD: Amount ........................................ Bank drawn on: .................................................................
  Location: ........................................ Date: .................................................................

### Mutual Fund Details

Name of the Fund ..............................................................................................................................................................................
Scheme Type ......................................................................................................................................................................................
Folio Number of the Fund ..............................................................................................................................................................
No. of Units purchased/allocated ...................................................................................................................................................
Amount Debited Date ........................................................................................................................................................................
Remarks/BRN/Sale Order Reference No. ............................................................................................................................................... 
Terminate my/our Monthly Investment Plan (SIP) and credit my/our account with HSBC .............................................................

HSBC
Reason for submitting the Service Pledge

I/We hereby confirm that I/we have not used any gift/offer/voucher given to me/us, applicable if any, for the product availed.  
[ ] Yes  [ ] No

I/We hereby declare that all the unused cheque leaves, ATM/ debit cards have been returned to the Bank/destroyed by me/us.

I/We agree and understand that any unpresented cheques, ECS and Standing Instructions in the account received by the Bank after the date of account closure will stand dishonoured by the Bank and I/we agree to indemnify the Bank against any actions, proceedings, claims and/or demands that may arise due to reason of such dishonour.

I/We understand and agree that completion of redemption request in the Letter of Instruction is a pre-requisite to the activation of the 30 Day Service Pledge.

I/We understand and agree that completion of redemption through Retail Investment System (RIS) done by me is a pre-requisite to the activation of the 30 Day Service Pledge.

I/We acknowledge that I/we have read and understood the terms and conditions and Frequently Asked Questions of the 30 Day Service Pledge, both general and product specific, undertake (jointly and severally to be bound by them).

I/We acknowledge that I/we shall bear any losses, as well as all related costs incurred as a result of the purchase and sale of related investment products and the Bank shall not be responsible for any losses or related costs so incurred.

I/We hereby declare that any gift/offer/voucher given to me/us has been returned to the Bank along with the service pledge request.

____________________________  ____________________________  ____________________________  ____________________________
Signature of the first applicant  Signature of the second applicant  Signature of the third applicant  Signature of POA (Power of Attorney Holder)

The request must be signed by all accountholders/ investors (even if the account mandate is either or survivor) and be submitted with the requisite product level details or it will not be processed.

For Bank use only (Staff checklist)

Date request received: DD/MM/YYYY

Start date of Service Pledge: DD/MM/YYYY

[ ] Signature/s verified as per bank records

[ ] Request is received within the Service Pledge Period for the respective product

[ ] Request is completed as per the terms of the Service Pledge for the respective product

[ ] Proof of Identify and/or Address given by the customer (if any/if required)

[ ] Identity and address details on the proof submitted by customer match with those on the Bank’s records

<table>
<thead>
<tr>
<th>Refund/Waiver Details</th>
<th>Fees/Charges</th>
<th>₹</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mutual Fund Investment</td>
<td>Transaction fees</td>
<td></td>
</tr>
<tr>
<td>Demat Account</td>
<td>Annual Maintenance fees</td>
<td></td>
</tr>
<tr>
<td>Savings/Current Account</td>
<td>Closure within 6 months fees</td>
<td></td>
</tr>
<tr>
<td>Home Loan</td>
<td>Processing fees and Prepayment charges (Fixed Rate Home Loans only)</td>
<td></td>
</tr>
<tr>
<td>Personal Loan</td>
<td>Processing fees and Prepayment charges</td>
<td></td>
</tr>
</tbody>
</table>

Issued by The Hongkong and Shanghai Banking Corporation Limited, India. Incorporated in Hong Kong SAR with limited liability.