

Terms and Conditions of the HSBC India Debit Card issued for Personal Banking and Basic Savings Bank Deposit Account (BSBDA)

The terms and conditions for use of the Debit Card issued on savings or current accounts or Basic Savings Bank Deposit Account (BSBDA) held by individuals are as specified in this document and as amended by HSBC India from time to time. The accountholder(s) shall be deemed to have unconditionally agreed to and accepted these terms and conditions by signing the card application form, or acknowledging receipt of the card in writing, or by signing on the reverse of the card, or by performing a transaction with the card or after 10 days have elapsed, since the card was dispatched to the address on record. The accountholder(s) will also continue to remain bound by the terms and conditions of operation of their savings/current accounts with HSBC India.

Definitions

- 1) **'HSBC India'** means the branches, in India, of The Hongkong and Shanghai Banking Corporation Limited, a company incorporated under the Companies Ordinance of the Hong Kong Special Administrative Region (HKSAR), having its registered office at 1, Queen's Road Central, Hong Kong Special Administrative Region and its corporate office in India at 52/60, Mahatma Gandhi Road, Mumbai - 400 001. ('HSBC India' or 'the Bank' and includes its successors and assignees.)
- 2) **'Debit Card'** means as appropriate, the internationally valid Debit Card issued by HSBC India to a customer.
- 3) **'Cardholder'** refers to a person to whom a Debit Card has been issued by HSBC India on an account held with HSBC India. The Cardholder should be either the sole accountholder or in case of joint accounts, the sole signatory or authorised to act alone.
- 4) **'Authentication'** means validation of an online transaction using the One Time Password (OTP).
- 5) **'Accountholder'** refers to the individual(s) who hold(s) an account with HSBC India, whether in the sole capacity or as a joint holder.
- 6) **'Chip'** means, Chip embedded in internationally valid HSBC India Debit Card issued by HSBC India to a Cardholder holding a Personal Banking account or BSBDA. The embedded Chip provides the latest in security features. In addition to this, Chip card also has a magnetic stripe (magstripe card) to support fall back transactions on the Chip card.

- 7) **'Account(s)'** refers to the savings or current accounts held by individuals and which have been designated by HSBC India to be eligible for the valid operation of the Debit Card.
- 8) **'ATM'** refers to Automated Teller Machine.
- 9) **'Dip'** refers to inserting the Debit Card at the POS terminal slot/Chip reader for initiating the card payment transaction by processing the information in the Chip.
- 10) **'Fallback'** refers to the payment transaction effected on the Debit Card by swiping the card on a Point of Sales (POS) terminal which is not enabled on Chip cards. Such POS transactions are processed based on the information contained in the magnetic stripe of the card, instead of information on the Chip and will be treated as a magnetic stripe card transaction and USD 1000 per transaction limit will thereby apply on international transactions.
- 11) **'One Time Password (OTP)'** means any password(s) or other means of authentication as we may specify from time to time, which will facilitate Cardholder making Debit Card payments through the internet in a secured manner at the merchant establishment.
- 12) **'Online transaction'** means purchase or payment transaction at websites.
- 13) **'Swipe'** refers to the act of swiping the card in the Point of Sale (POS) terminal slot/reader for initiating the card payment transaction by processing the information in the magnetic stripe at the back of the card.
- 14) **'Statement'** means a periodic statement of account(s) sent by HSBC India to an account holder listing transactions (including Debit Card transactions) carried out on the account during the given period and the balance in such account. It may also include any other information that HSBC India may deem fit to include.
- 15) **'Transaction'** means any permissible instruction given by a Cardholder using the Debit Card, directly or indirectly, to HSBC India to effect permissible actions in relation to the account (examples of transactions would be cash withdrawals, payments at Point of Sale, cash/cheque deposits, etc.).
- 16) **'Merchant establishment'** shall mean establishments wherever located which honour the Debit Card and shall include amongst others: stores, shops, restaurants, airline organisation, etc. advertised by HSBC India or Visa International.
- 17) **'POS'** refers to Point of Sale (POS) swipe terminals that permit the debiting of the demand deposit accounts for purchase transactions at merchant establishments.
- 18) **'Primary account'** shall mean, the account from which purchase transactions, charges and fees related to the Debit Card are debited; in case of multiple accounts linked to the Debit Card, it refers to the account that has been designated as being the main/first account of operation.
- 19) **'International transaction'** refers to all transactions effected by the Cardholder from HSBC India outside of India, Nepal and Bhutan.

- 20) **'Visa'** shall mean a trademark owned by Visa International.
- 21) **'Visa ATM network'** shall mean ATMs that honour the Debit Card and that display the Visa or Electron symbols.
- 22) **'PIN'** means a Personal Identification Number used in conjunction with a card.
- 23) **'SMS'** refers to Short Message Service which allows the Cardholder to receive text messages sent through a mobile service network.
- 24) **'Local/Domestic usage'** means the Debit Card is valid for usage only in India.
- 25) **'International usage'** means the Debit Card is valid for usage internationally (including India).
- 26) **'Service Provider'** means third party utility service provider or any other service provider, for e.g. CSP, Electricity Distributor, Gas Distribution Agencies, Insurance Providers, etc.
- 27) **'Gross Negligence'** - As per the general definition, gross negligence is a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both.
- 28) **'Reporting Date'** - The date when customer intimates the Bank about the fraudulent transaction is considered as reporting date.
- 29) **'Lost Card Liability'** - The HSBC India Debit Cardholder has nil lost Debit Card liability after reporting and registering the loss of the HSBC India Debit Card to HSBC. Lost Card Liability protection is offered by ICICI Lombard General Insurance Co. Ltd.
- 30) **'Contactless payments'** - Type of a payment, where you are not required to input your PIN at the Point of Sale (POS) terminals that supports contactless payments up to the pre-defined limits set on your card. Please refer the details mentioned under 'Merchant Establishment usage' below.

Issue of HSBC India Debit Card

- 1) The issue and use of the Debit Card shall be subject to RBI regulations and also subject to HSBC India's terms and conditions, in force from time to time.
- 2) For security reasons, your debit card is in a de-activated state. Upon activation, your card can be used at domestic ATM, Point of Sale (PoS) within the limits specified in the Terms and Conditions for your card. To provide enhanced security, Domestic card not present (Online), Domestic & International Contactless and International transactions (ATM, POS and Online) transactions are disabled.
- 3) In case you are a NRE or Resident Debit Card holder, then you can apply for International usage on you card. Under both domestic and International usage, you can also choose to enable or disable PoS, Online & Contactless transactions independently. To do so or to personalise card limits or enable/set transaction limits, mention last 4 digits of your HSBC card, transaction type and transaction limit e.g. 1234 enable ATM

₹50,000 and send a secure message via Online Banking or visit your nearest HSBC India Branch.

For sending a secure message through Personal Banking, log on to Internet Banking Help and Support (Contact us Secure messages – Debit card set transaction limits)

- 4) The Debit Card and the related PIN will be issued in the name of the Cardholder, who will be responsible to keep the said Debit Card under his/her custody.
- 5) The Cardholder or in case of joint account, all the accountholders jointly and severally, shall be responsible for all transactions effected by the use of the Debit Card, whether or not the transaction were/are authorised by the Cardholder/ accountholder(s) and shall indemnify HSBC India for the loss or damage caused by any unauthorised use of the Debit Card or related PIN, including any penal action arising on account of violation of any RBI guidelines, FEMA or any other law, rules and regulations for the time being in force.
- 6) The account shall be debited with the amount of any withdrawal, transfer and/or any other transactions effected by use of the Debit Card. The Cardholder shall maintain sufficient funds in the account to meet any transactions. The Cardholder shall not be entitled to overdraw the account with HSBC India or withdraw funds by use of the card in excess of the overdraft limit, if any, agreed to with HSBC India.

Cardholder obligations and card validity

- 1) The Cardholder must sign the Debit Card immediately upon receipt. The Cardholder must not permit any other person to use it and should safeguard the Debit Card from misuse by retaining the Debit Card under his/her personal control at all times.
- 2) The Personal Identification Number (PIN) issued to the Cardholder for use with the Debit Card or any numbers chosen by the Cardholder as PIN, are for the use of the Cardholder and are non-transferable and strictly confidential. A written record of the PIN number should not be kept in any form, place or manner that may facilitate its use by another party. The PIN should not be disclosed to any third party under any circumstances or by any means whether voluntary or otherwise.
- 3) The Debit Card is valid upto the last date of the month/year indicated on the face of the card. The Cardholder undertakes to destroy the Debit Card when it expires by cutting it into several pieces. HSBC India reserves the sole right of renewing the Debit Card on expiry subject to satisfactory evaluation of the conduct of the account(s). The Debit Card will be sent to the Cardholder before the expiry of the Debit Card.

ATM usage of HSBC India Debit Card

- 1) Depending on the usage validity (domestic/international) as opted for by the Cardholder, the Debit Cards issued on Resident and NRE accounts are accepted at the HSBC Group ATMs and ATMs of other banks worldwide, which are members of the Visa ATM network.

- 2) Please note bank shall issue a Debit Card with domestic usage only. Upon activation, your card can be used at domestic ATM, Point of Sale within the limits specified in the Terms and Conditions for your card.
- 3) HSBC India Debit Cards linked to Non-Resident Ordinary (NRO) account or Power of Attorney (POA) Debit Card linked to HSBC India NRE account will have access only to HSBC India ATMs and ATMs affiliated to the Visa network in India.
- 4) Cash and/or cheques deposited in any ATM by the use of Debit Card will only be credited to the account after verification by HSBC India which shall be conclusive and binding for all purposes. The ATM transaction slip issued by the ATM at the time of deposit only represents what the Cardholder purports to have deposited. The deposit amount mentioned on the ATM transaction slip will not be binding on HSBC India. Cheques will be accepted for collection only and proceeds will not be available, until these cheques are cleared. Similarly, for all cash withdrawals, at an HSBC India ATM, any statements issued by the ATM at the time of withdrawal shall be conclusive, unless verified otherwise by HSBC India. Any such verification shall likewise be final and conclusive and this verified amount will be binding on the Cardholder.
- 5) The availability of ATM service in a country other than that in which the Debit Card was issued, is governed by the local regulations in force in such other country. HSBC India shall not be liable if these services are withdrawn without notice thereof.

Merchant Establishment usage

- 1) The Debit Card is for electronic use only and will be accepted only at merchant establishments which have an electronic POS swipe/contactless payment enabled terminal. Any usage of the card for purchases at merchant establishments other than through a Point of Sale/contactless payment enabled swipe terminal will be deemed unauthorised and the Cardholder shall be responsible for such transactions.
- 2) As a security feature, the Debit Card issued will be initially inactive for use at merchant establishments. In order to activate the Debit Card for transactions at merchant establishments, the Cardholder will be required to:
 - a) Activate the Debit Card through IVR by calling on 1800 121 4015 (along with the 6-digit PIN).

OR

 - b) Use the Debit Card at any Visa ATM for a balance enquiry or cash withdrawal transaction.

OR

 - c) Use the Debit Card at any POS terminal that supports Chip and PIN capability. Cardholder will need to enter 6-digit ATM PIN after the merchant dips the Debit Card at the POS terminal.
- 3) Currently your debit card limit for contactless payment is zero. To change the limits (as applicable above), request you to visit your nearest HSBC India branch or send a secure message through Online Banking.

- 4) For making payments at merchant establishments, the Cardholder has to enter his 6-digit HSBC ATM PIN in the POS terminal.

Any charge slip generated through non-PIN enabled terminal, not signed by the Cardholder, can be proven as being authorised by the Cardholder will also be deemed to be the Cardholder's liability.
- 5) Duplicate copies of the charge slip may be furnished by HSBC India upon Cardholder's request, at an additional charge.
- 6) The Debit Card is accepted at all electronic merchant establishments in India and overseas which display the Visa Electron logo subject to card usage preference. HSBC India does not accept any responsibility for any dealings the merchant establishment may have with the Cardholder, including but not limited to the supply of goods and services. HSBC India makes no representations about the quality of the goods and services offered by third parties providing benefits such as discounts to Cardholder. HSBC India will not be responsible if the service is in anyway deficient or otherwise unsatisfactory. Should the Cardholder have any complaint relating to any merchant establishment, the matter should be resolved with the merchant establishment and failure to do so will not relieve the Cardholder from any obligation to HSBC India. HSBC India may, however, try and assist the Cardholder wherever possible. For this, the Cardholder should inform HSBC India of the complaint immediately along with any supporting documents.
- 7) The Cardholder will be liable for all costs associated with the collection of dues, legal expenses (should it become necessary to refer the matter to any agent), or where legal resources have been utilised in resolution of a dispute.
- 8) HSBC India accepts no responsibility for refusal of any merchant establishment to honour the Debit Card.
- 9) HSBC India accepts no responsibility for any surcharge levied by any merchant establishment and debited to the account with the transaction amount.
- 10) A purchase and a subsequent credit for cancellation of goods/ services like air/rail tickets are two separate transactions. The refund will only be credited to the Cardholder's savings/current accounts (less cancellation charges) as and when it is received from the merchant establishment. If the credit is not posted to the account within 30 days from the day of refund, the Cardholder should notify HSBC India, along with a copy of the credit note from the merchant establishment.
- 11) In case of Debit Cards linked to multiple accounts, transactions at merchant establishments will be effected by debit to the primary account. In case this account has insufficient funds to honour such transactions, HSBC India will not honour the transactions even if the necessary funds are available cumulatively or severally in the other accounts linked to the Debit Card.
- 12) Any usage of the card other than electronic use will be considered as unauthorised and the Cardholder will be solely responsible for such transactions unless there is a specific offer by the Bank to the customer. Electronic usage is construed as the charge slip/transaction slip printed electronically from the POS terminal.

- 13) The card is operable with the help of the Cardholder's signature (only in case of card's issued with Visa) or the PIN and Cardholder's signature at POS terminals installed at merchant locations depending on the functionality of the POS terminal.
- 14) HSBC India Debit Cards linked to Non-Resident Ordinary (NRO) account or Power of Attorney (POA) Debit Card linked to HSBC India NRE account will have access only to Visa merchant outlets in India.
- 15) HSBC India Debit Card can now be used for contactless payments at POS terminals where contactless payment functionality has been enabled.
- 16) As per your preference, the card can be used with or without contact at the POS terminals enabled for contactless payments.
- 17) The maximum limit for domestic contactless payments is ₹5,000 per transaction, whereas for international contactless payments, the per transaction limit is the equivalent of ₹5,000 on your debit card.
- 18) Payments beyond the above specified limits would require PIN authentication.

Usage online at websites

HSBC India Debit Card can be used for shopping online at websites where Visa cards are accepted.

- 1) To shop online with HSBC India Debit Card, on Indian websites, the Cardholder would be required to authenticate the transaction using an OTP. The OTP will be automatically sent by HSBC India's system to the Cardholder's registered mobile number via SMS when the online transaction is initiated.
- 2) The Cardholder will be required to enter the 6-digit OTP at the Verified by Visa (VbV) authentication screen to complete the online transaction.
- 3) Cardholder resident in India are notified that collecting and effecting/remitting payments directly/indirectly outside India in any form towards overseas foreign exchange trading through electronic/internet trading portals is prohibited and Cardholder making such transactions would make himself/herself/themselves liable to be proceeded against with for contravention of the Foreign Exchange Management Act, 1999 (FEMA) besides being liable for violation of regulations relating to Know Your Customer (KYC) norms/Anti-Money Laundering (AML) standards.

Terms and Conditions on SMS OTP for Card Activation

- 1) By using this One Time Password (OTP) service (the 'Service'), you will be deemed to have accepted and agreed to comply with these terms, which shall operate in addition to all other applicable terms, including our applicable data policies, the terms and conditions governing the use of your credit card, the terms and conditions governing the use of HSBC's Debit Card.
- 2) When activating the HSBC Debit Card newly issued to you for whom the Service is applicable, you are required to enter an OTP sent to you via SMS on your registered mobile number with the Bank for acceptance and activation of the HSBC Debit Card.

- 3) If you cannot provide the OTP or the authentication through the Service fails, the Debit Card may not be activated. We will not be liable for any delay in receipt of SMS due to mobile network congestion or handset limitations.
- 4) Debit Cardholders will be responsible for the accuracy of his/her personal details provided by him/her to HSBC. Debit Cardholders must inform HSBC immediately of any change in his/her particulars.
- 5) Debit Cardholders will ensure that his/her mobile phone and number is able to receive text messaging both in India and overseas. Debit Cardholders will be responsible for any fee imposed by his/her respective mobile phone service provider.
- 6) This Service is subject to the terms and conditions of the Cardholder's agreement with his/her mobile phone Service provider.
- 7) Debit Cardholders acknowledge and agree that the sending of any SMS alert by HSBC and/or its receipt by Debit Cardholders may be delayed or prevented by factor(s) outside of HSBC's control.
- 8) You are fully responsible and liable for all transactions made by after activating the card using the OTP received by you.
- 9) You must not allow any unauthorised access or give any other person access to the Debit Card and OTP used for accessing the Service. You are required to keep the OTP secret at all times and must not disclose it to:
 - a) any person or write it down or
 - b) record it in a manner that could result in its disclosure or misuse.
- 10) If you discover that your Debit Card details or the OTP may have been used in an unauthorised way, you must notify us as soon as reasonably practical by calling our PhoneBanking numbers. In certain circumstances, we may also require you to make a police report accompanied by any other information we may require.
- 11) You accept that you are responsible for the use of the Service and agree to act prudently and in good faith, including by taking the measures listed below to safeguard the security of the Service and the OTP. You must also follow HSBC's security recommendations (copies of which are provided on HSBC's website) and any other notices relating to the Service from time to time issued. If you fail to observe any such notices and/or your responsibilities under these terms, you are liable for all claims, losses, liabilities and other consequences arising from or in connection with the use of the Service.
- 12) HSBC will be entitled to prescribe or amend these terms and conditions including methods for the use of the Service, as well as the channel for provision or use of the Service, as HSBC deems appropriate.
- 13) HSBC will cease to provide the Service:
 - a) if these terms and conditions are not complied with;
 - b) if the Debit Card account is closed;

- c) upon the death or contractual incapacity of the Debit Cardholder;
 - d) upon written request of the Debit Cardholder;
 - e) at HSBC's own discretion.
- 14) HSBC reserves the right to begin charging a fee for such a Service by giving one month's prior notice to the Debit Cardholder.

Terms and Conditions governing the use of the OTP facility are:

- 1) For online transactions where the OTP facility is applicable, the Cardholder is required to enter an OTP sent to the Cardholder via SMS on their registered mobile number for authenticating the transaction. HSBC India will not be liable for any merchant's refusal to accept Cardholder's card for any payment in absence of OTP authentication for any reason whatsoever.
- 2) Cardholders will be responsible for the accuracy of his/her personal details provided by him/her to HSBC India. Cardholders must inform HSBC India immediately of any change in his/her particulars.
- 3) Cardholders will ensure that his/her mobile phone and number is able to receive text messaging both in India and overseas. Cardholders will be responsible for any fee imposed by his/her respective mobile phone service provider.
- 4) This service is subject to the terms and conditions of the Cardholder's agreement with his/her mobile phone service provider.
- 5) Cardholders acknowledge and agree that the sending of any SMS alert by HSBC India and/or its receipt by Cardholders may be delayed or prevented by factor(s) outside of HSBC India's control.
- 6) The SMS alert for delivery of the OTP will inform the Cardholder on the validity period of the OTP. This validity period may be changed by HSBC India without prior notice. Please check the validity period in the SMS text prior to transacting online. HSBC India will not be liable for any or all losses, damage, expenses, fees, costs (including legal costs on a full indemnity basis), that may arise, directly or indirectly, in whole or in part, from (a) the non-delivery, the delayed delivery, or the misdirected delivery of an alert; (b) the non-receipt of an alert; (c) inaccurate or incomplete content in an alert; (d) reliance on or use of the information provided in an alert for any purpose; or (e) any third party, whether authorised or not, obtaining Cardholder account information contained in the alert by accessing the Cardholder's mobile phone.
- 7) The Cardholder is fully responsible and liable for all transactions made by using the OTP received by the Cardholder.
- 8) The Cardholder must not allow any unauthorised access or any other person access to the card and OTP used for accessing the OTP facility.

- 9) The Cardholders must keep the OTP secret at all times and must not disclose it to any person or write it down or record it in a manner that could result in its disclosure or misuse.
- 10) If the Cardholder discovers that the card details or the OTP may have been used in an unauthorised manner, the Cardholder must notify HSBC India as soon as reasonably practical by calling our PhoneBanking numbers. In certain circumstances, we may also require the Cardholder to make a police report accompanied by any other information we may require.
- 11) The Cardholders accept that they are responsible for the use of the OTP facility and agree to act prudently and in good faith, including by taking the measures listed below to safeguard the security of the service and the OTP. The cardholder must also follow HSBC India's security recommendations (copies of which are provided on HSBC India's website) and any other notices relating to the service from time to time issued. If the Cardholders fail to observe any such notices and/or responsibilities under these terms, the Cardholders are liable for all claims, losses, liabilities and other consequences arising from or in connection with the use of the service.
- 12) HSBC India will be entitled to prescribe or amend these terms and conditions including methods for the use of the service, as well as the channel for provision or use of the service, as HSBC India deems appropriate.
- 13) HSBC India will cease to provide the service:
 - a) If these terms and conditions are not complied with;
 - b) If the card account is closed;
 - c) Upon the death or contractual incapacity of the Cardholder;
 - d) Upon written request of the Cardholder;
 - e) In the event of improper operation of the card account by the Cardholder; or
 - f) At its own discretion.

International usage (for cards issued on Resident and NRE accounts if opted for international usage)

- 1) The Cardholder or in case of joint account, all the accountholders jointly and severally, shall be responsible for all transactions effected by the use of Debit Card whether or not the transaction were/are authorised by the Cardholder(s)/ accountholder(s) and shall indemnify HSBC India for the loss or damage caused by any unauthorised use of Debit Card or related PIN, including any penal action arising on account of violation of any RBI guidelines, FEMA or any other law, rules and regulations for the time being in force.
- 2) We request Cardholder to intimate HSBC India in case of change of residency status as per Foreign Exchange Management Act, 1999 (FEMA). The Debit Card should be surrendered before proceeding overseas on permanent employment and/or emigrating and/or changing the Cardholder's nationality.
- 3) The Debit Card is not valid for foreign currency transactions in Nepal and Bhutan (i.e. in any currency that is not the local currency or the INR).

- 4) HSBC India shall be under no liability whatsoever with respect to any loss or damage arising directly or indirectly out of the decline of authorisation for any transaction, on account of the Cardholder having exceeded the foreign exchange entitlements as prescribed by the RBI from time to time, on HSBC India becoming aware of such excess.
- 5) The Cardholder undertakes not to use the Debit Card to effect payment(s) for any illegal purchases, i.e. purchases of items/ services not permitted as per extant laws, rules and regulations (including FEMA).

In case of transactions effected in foreign currency using the Debit Card, the Cardholder should promptly contact HSBC India and complete all necessary documentation, as required under FEMA. Necessary RBI approvals should be sought through HSBC India before usage of the Debit Card in excess of the item-wise limits prescribed under FEMA. HSBC India reserves the right to report to RBI any contravention of these requirements.

The Debit Card will be issued with a default domestic usage only.

For sending a secure message through Personal Banking, log on to Online Banking (Help and Support – Contact us – Secure messages – Debit card set transaction limits)

Fees for HSBC India Debit Card

- 1) Annual fee for the Debit Card will be debited to the primary account on issuance/renewal as per the prevailing tariff. These fees are not refundable.
- 2) Transaction fees for cash withdrawals will be debited to the account at the time of posting the cash withdrawal. Other Debit Card related charges will be debited to the account from time to time, as per the prevailing tariff applicable for Personal Banking or BSBDA customers respectively.
- 3) The current tariff is provided in the relevant Debit Card user guide and HSBC India shall provide prior notice of at least one (1) month before effecting any revision of the applicable tariff.
- 4) All charges in foreign currency will be billed to the account in INR. The Cardholder hereby authorises HSBC India and Visa to convert the charges incurred in the foreign currency into the INR equivalent thereof at such rate as HSBC India may designate from time to time.
- 5) All charges will get debited to the customer within a maximum of 60 calendar days from the date of transactions unless otherwise specified.

Disclosure of information

- 1) When requested by HSBC India, the Cardholder/accountholder shall provide any information, records or certificates relating to any matters that HSBC India deems necessary for issuance of a Debit Card, maintenance thereof, execution of transactions using the Debit Card, renewal of the Debit Card or any other purpose related to the Debit Card. The Cardholder/

accountholder authorises HSBC India to verify the information furnished by/accountholder by whatever means or from whichever source deemed necessary. If such information/data is not provided or if incorrect information/data is provided, HSBC India may at its sole discretion refuse renewal of the Debit Card or terminate the Debit Card forthwith.

- 2) HSBC India reserves the right to disclose customer information to any court of competent jurisdiction, quasi-judicial authorities, law enforcement agencies and any other wing of Central Government or State Government.
- 3) HSBC India reserves the right to disclose, in strict confidence, to other institutions, such information concerning the account as may be necessary or appropriate in connection to its participation in any Electronic Fund Transfer network, or as HSBC India may deem necessary for the performance of any obligations arising out of or in connection with the use or operation of the Debit Card.
- 4) HSBC India may assign any activities to any third party at its sole discretion and provide details of the account to such third party agencies, for the purpose of back office processing and other activities outsourced as per Reserve Bank of India guidelines.

In this connection, the accountholder(s) understands that HSBC India needs to and so authorises HSBC India to, process, share, store or transmit information about the accountholder, the account and/or the transaction(s), within the HSBC India Group or with any institution or agent or third party used by HSBC India. HSBC India undertakes that any such processing, sharing, storage or transmission of information will be done confidentially and HSBC India will endeavour to maintain strict confidentiality of such information within HSBC India Group unless: (a) otherwise required or permitted by any applicable law, regulation or request of any public or regulatory authority; or (b) disclosure is required for the purposes of preventing fraud; or (c) HSBC India deems disclosure necessary to provide the Debit Card facility. The accountholder(s)/Cardholder(s) and HSBC India shall comply with all applicable data protection laws. The accountholder(s)/Cardholders(s) consents to transmission, processing or other handling of personal or other data that is transmitted, processed or otherwise handled, under these terms and conditions, in accordance with the applicable laws. The accountholder/ Cardholder further agrees to indemnify and hold HSBC India non-accountable for all costs, penalties, damages and other losses incurred as the result of any breach of this provision.

- 5) From time to time, HSBC India communicates various features/products/promotional offers which provide significant benefits to its customers and may use the services of third party agencies to do so. The Cardholder/accountholder may avail of the 'Do Not Contact' service to opt out of such communication.
- 6) HSBC India reserves the right to report to the RBI, any foreign currency withdrawals/payments effected using the Debit Card.

Lost or stolen card

- 1) The loss or theft of the Debit Card should be reported to HSBC India immediately. The loss or theft may be reported at the Visa Global Assistance Services Helplines whilst outside India. Although loss or theft may be reported by any means, the Cardholder must confirm the same in writing to HSBC India as soon as possible. A copy of the acknowledged police complaint regarding such loss/theft must accompany the written confirmation.
- 2) If transactions at merchant establishments are received by HSBC India after the Debit Card has been lost or stolen but before receipt of written intimation thereof by HSBC India, the Cardholder shall be liable for all such amounts debited to the account.
- 3) Liability of transactions at merchant establishments, effected on a lost Debit Card after the loss is reported in writing in accordance with clause 1 of this section, will be zero provided it can be proven that reasonable care and diligence was undertaken in safekeeping the lost Debit Card, the loss/theft promptly reported and that the Cardholder acted in good faith (this feature is hereinafter referred to as 'Lost card liability protection'). However, no such lost card liability protection will be applicable on cash withdrawals done through ATMs, as such transactions require the use of a PIN, which is confidential to the Cardholder.
- 4) The Cardholder hereby indemnify HSBC India fully against any liability (civil or criminal), loss, cost, expenses or damages that may arise due to loss or misuse of the Debit Card in the event that it is lost and not reported to HSBC India in accordance with clause 1 of this section, or lost and misused before HSBC India is informed in accordance with clause 1 of this section.
- 5) Provided the Cardholder complies in all respects with the applicable terms and conditions, a replacement Debit Card may be issued at the sole discretion of HSBC India at the applicable fee. HSBC India will debit the account with any cost incurred in issuing the replacement Debit Card.
- 6) Should the Cardholder subsequently recover the Debit Card, it must not be used. The Debit Card should be destroyed by cutting it into several pieces through the magnetic stripe.

Statements and records

- 1) The records of Debit Card transactions will be available on the statement sent by HSBC India. Such statements shall be mailed to the accountholder on a periodic basis to the mailing address on record. The accountholder can also get a verbal or written record of his/her transactions at anytime by calling the HSBC India PhoneBanking or utilising the mini-statement facility at HSBC India ATMs.
- 2) HSBC India's record of transactions processed by the use of the Debit Card shall be conclusive and binding for all purposes.
- 3) The accountholder/Cardholder is deemed to have received each statement of account for the preceding month either on actual receipt of the statement of account or ten days after the

dispatch of the statement of account by HSBC India, whichever is earlier (prescribed period). The accountholder shall inform HSBC India in writing of any errors, omissions, irregularities including any fraudulent or any unauthorised transactions or any other objections that the accountholder(s) may have in that statement of account. This intimation should be given in writing to HSBC India within fifteen days from the receipt of the statement of account. If no such notice is received during this time, HSBC India will assume the correctness of both the transactions and the statement.

HSBC India's record of transactions processed by the use of Debit Card shall be conclusive and binding for all purposes.

- 4) HSBC India shall make bona fide and reasonable efforts to resolve an aggrieved accountholder(s) disagreement with a transaction indicated in the statement or as otherwise determined by the accountholder(s), within two months of receipt of notice of disagreement. If after such effort, HSBC India determines that the transaction is a valid one, the same shall be communicated to the accountholder(s).

Termination

- 1) HSBC India reserves the right to cancel/withdraw or to renew at its discretion, the Debit Card or any of the other services offered at anytime by giving a prospective notice of 30 days without assigning any reason.
- 2) In the event that the accountholder decides to close the account with HSBC India, the Debit Card issued on such account would automatically stand cancelled. The Cardholder must immediately cease to use the Debit Card and destroy and return the Debit Card linked to such account. In case of any outstanding transactions, that have not yet been debited to the account, the same will be netted off from the balance prior to HSBC India returning the funds to the accountholder.
- 3) In the event that the Cardholder decides to terminate the use of the Debit Card, the Cardholder shall give HSBC India not less than 7 days prior notice in writing and forthwith return to HSBC India, the Debit Card, cut into several pieces across the magnetic stripe, and obtain a valid receipt thereof. Such termination shall be deemed as a termination of the Debit Card facility accorded by HSBC India to the Cardholder.
- 4) The Debit Card shall be the property of HSBC India and must be returned to HSBC India immediately and unconditionally upon HSBC India's request. The Cardholder should ensure that the identity of HSBC India Officer is established before handing over the Debit Card.
- 5) HSBC India shall be entitled to terminate the Debit Card facility with immediate effect and the Debit Card shall be returned upon the occurrence of any of the following events:
 - a) Failure to comply with terms and conditions herein set forth.
 - b) An event of default under any agreement or commitment (contingent or otherwise) entered into with HSBC India.
 - c) The accountholder(s) becoming the subject of any bankruptcy, insolvency proceedings or proceedings of a similar nature.

- d) Demise of the Cardholder.
- e) Closure of the account or failure to maintain the minimum average balance in the account
- f) Please visit your nearest HSBC [branch](#) for terminating the use of HSBC debit card. To close your HSBC Debit Card SMS BLOCK<space>HSBC<space><last four digits of your card number> to '575750'.
- g) For more safe, secure and convenient transactions on your HSBC Debit Card. [Click here](#) to visit

Insurance cover on HSBC India Debit Cards through Group Policy held by HSBC

Your HSBC India Debit Card is insured through insurance service provider ICICI Lombard General Insurance Co. Ltd. and has the following covers -

- 1) Lost Card Liability
- 2) Counterfeit/Skimming of Cards
- 3) Online fraud protection

General Terms and Conditions

- 1) HSBC, India holds an Insurance Policy, issued by ICICI Lombard General Insurance Co. Ltd. General Insurance Company Limited, on behalf of HSBC Debit Cardholders (Cardholders).
- 2) All insurance benefits listed are provided to Debit Cardholders directly by ICICI Lombard General Insurance Co. Ltd. General Insurance Company Limited, whose terms, conditions and decisions shall apply and for which the HSBC Bank is not liable.
- 3) HSBC does not provide any warranty and/or make representation about quality, delivery of the cover, processing of the claims or settlement of the claims by ICICI Lombard General Insurance Co. Ltd. General Insurance Company Limited in any manner whatsoever.
- 4) Gross Negligence is not covered under this policy.
- 5) Any claim due to deliberate breach of law would not be payable.
- 6) Cardholder in every case is required to cancel the card as soon as practicable, but not more than 3 days from the date of notification of fraud transaction via SMS, card statement, e-mail, net banking.
- 7) 30 days prior to the reporting date and 7 days post reporting date claims are covered under the policy availed for up to maximum amount of ₹400,000 for all type of claims.
- 8) Claims for settlement are required to be sent directly to ICICI Lombard General Insurance Co. Ltd. General Insurance Company Limited.
- 9) The insurance benefits are available to Cardholders regardless of other existing insurance that he/she might have availed or may avail of. Cardholder may be asked to submit additional documents, as per the requirements of the case.
- 10) The Bank will not be liable for any delayed settlement of claims.
- 11) Both the Insurance covers i.e one provided by Visa and one by ICICI Lombard General Insurance Co. Ltd. as mentioned above are reimbursable. However, claim for a loss can be paid only once, either through Visa or ICICI Lombard General Insurance Co. Ltd

12) Reimbursement would be restricted to the lower of loss incurred and maximum sum insured. For more details, please visit www.hsbc.co.in/Debit Card

For any further queries or assistance related to the policy, exclusions and claim settlements, you can write to hsbccustomer@willistowerswatson.com;
Alpesh.m@willistowerswatson.com;
shweta.poojary@willistowerswatson.com

13) For more details, please visit www.hsbc.co.in/Debit Cardsection.

Lost Card Liability

The HSBC India Debit Cardholder has nil lost Debit Card liability after reporting and registering the loss of the HSBC India Debit Card to HSBC.

- 1) The HSBC Debit Cardholder has nil lost Debit Card liability after reporting and registering the loss of the HSBC Debit Card to HSBC.
- 2) All fraudulent utilisation of lost or stolen covered Debit Cards including at Point of Sale and merchant establishments transactions are covered under the Policy issued by ICICI Lombard General Insurance Co. Ltd.
- 3) ATM related transactions are not covered under this Policy.
- 4) All losses arising from breach of 2nd level authorisations (Second Level authentications are requirement of additional security measures like PIN, Password, Digital Keys Or OTP. Any transactions which require additional security input apart from the card number and CVV to complete the transactions falls under this policy) are not covered under this Policy.
- 5) Online Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen cards.
- 6) Pre-delivery Fraud (Any fraud before the delivery of the card to the customer are not covered under this policy) not covered under this Policy.
- 7) Claims arising due to an act of Terrorism are not covered under this Policy.
- 8) FIR is required to be mandatorily submitted by the Cardholder in case of Card loss.

Counterfeit Cards

- 1) Skimming i.e. Any Fraudulent Use of a Bank Card(s) where property, labor or services are sold and delivered by a merchant to an individual purporting to be the Cardholder (using telephone, fax machines, postal services or a computer based system or network) is covered under this Policy.
- 2) Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Cardholder's knowledge are covered under this Policy.
- 3) Claim for Counterfeit Card (shall mean a Card which has been embossed or printed so as to pass off as a Card issued by the Bank which is subsequently altered or modified or tampered with/without consent of the Bank) is covered under this Policy.

Online fraud protection

- 1) Phishing/account takeover i.e. Any fraudulent loss or damage arising due to Information obtained by Unauthorised Access to sensitive information such as usernames, passwords and any card details by masquerading as a trustworthy entity in an electronic communication which is not owned, operated or contracted by the Insured or the Insured's Bank (Card processor) is covered under this Policy.
- 2) The Policy covers all online fraudulent utilisation of Debit Cards using the authorised Card Verification Value Code (CVV) issued to the Cardholder by the Bank.
- 3) This Policy covers Liability arising out of any loss of Card transactions using the authorised PIN issued to the Cardholder by the Bank.
- 4) ICICI Lombard General Insurance Co. Ltd., will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to: -
 - a) Loss incurred by the Cardholder because of misuse of Card by himself at any site not having authorised VeriSign Security status or any other equivalent security status at any point in time for the entire period of the insurance.
 - b) Any failed/duplicate/declined transactions by host website/ authorised bank.
 - c) Any loss arising from errors made by the host Website/ authorised bank.

Claims procedure

Following are the guidelines to claim Insurance provided by ICICI Lombard General Insurance Co. Ltd.

- 1) Claims will be reported to Willis Towers Watson Insurance Brokers Pvt. Ltd. at below e-mail IDs:
hsbccustomer@willistowerswatson.com;
Alpesh.m@willistowerswatson.com;
shweta.poojary@willistowerswatson.com
- 2) ICICI Lombard General Insurance Co. Ltd. will receive all the claims from Willis Towers Watson Insurance Brokers Pvt. Ltd. and all claims related queries and issues will be handled by Willis Towers Watson Insurance Brokers Pvt. Ltd. Team.
- 3) While lodging the claim, below mentioned details should be mentioned by Cardholder.
 - a) Card Number
 - b) Type of card
 - c) Name of the Cardholder
 - d) Date of Loss
 - e) Amount of Loss
 - f) Place of Loss
 - g) Nature of Claim
 - h) Date and intimation to Bank

Checklist of Documents –

Online/Counterfeit/Skimming Claims:

- a) Dispute Form
- b) Claim form
- c) 3 Month Bank statement
- d) Passport pages.(If fraud is outside India)
- e) Bank Copy
- f) Investigation Report by Bank

Lost Card Claims –

Documents required to be submitted: if claimed through ICICI Lombard General Insurance Co. Ltd. -

- a) Dispute Form
- b) Claim form
- c) 3 Month Bank statement
- d) Passport pages (If fraud is outside India).

Other Terms and Conditions of the HSBC India Debit Card

- 1) By using this OTP, the Cardholder will be deemed to have accepted and agreed to comply with these terms, which shall operate in addition to all other applicable terms, including HSBC India applicable data policies, the terms and conditions governing the use of Debit Card, the terms and conditions governing the use of HSBC India website (which include the website conditions of use) and any security measures provided by HSBC India from time to time for online shopping or the service.
- 2) The account holder(s) will promptly notify HSBC India in writing of any change in address and telephone numbers.
- 3) In addition to the SMS that you received on your registered mobile number on Debit Card transactions at Point of Sale (POS) terminals, ATMs and internet purchases, you will also be receiving e-mail alerts on your registered e-mail ID, confirming the Debit Card transaction. To avail this facility, please ensure that your current e-mail ID and mobile number is registered on Bank's records. To update mobile/e-mail ID, please call HSBC PhoneBanking numbers. Alternatively you can update the same through Online Banking.
- 4) For a resident customer, usage of Debit Card towards drawing cash or making payment to a merchant establishment overseas during your visit abroad is only for permissible current account transactions and is subject to limit as prescribed under Liberalised Remittance Scheme (LRS) as applicable from time to time. Permanent Account Number (PAN) is a mandatory requirement to make remittance under the LRS. Where PAN is not updated with HSBC India, International usage will be disabled on the Debit Card till the time PAN is updated with HSBC India.
- 5) HSBC India reserves the right to begin charging a fee for such a service by giving one month's prior notice to the Cardholder.
- 6) HSBC India reserves the right to add, to delete and/or vary any of the terms and conditions by giving a prospective notice of 30 days. Such addition/deletion or variation changes to these terms and conditions will be displayed on the HSBC India website and a copy of the same will be available at the branch on request. Use of Debit Card after the date upon which any

change to these terms and conditions is to have effect (as specified in HSBC India's notice), will constitute acceptance without reservation by the Cardholder of such change. If the Cardholder does not accept any such change, the Debit Card must be returned to HSBC India, prior to the date upon which such change comes into effect.

- 7) Any notice hereunder sent by post will be deemed to have been received by the Cardholder within 7 days from the posting of the notification to the address last given to HSBC India in writing. Publication of changes by such means as HSBC India may consider appropriate will constitute effective notice to the Cardholder thereof.
- 8) If a Cardholder, by using the Debit Card, draws an amount in excess of the balance available or overdraft limit permitted by HSBC India, the Cardholder will pay HSBC India promptly and unconditionally, the entire amount overdrawn with interest and penalties, if any, at a rate equal to the rate of unauthorised overdraft rate available on HSBC India's website. However, this should not be construed as an agreement, either expressed or implied that HSBC India is bound to grant any overdraft facility whatsoever.
- 9) HSBC India will not be liable for any failure to provide any service or to perform any obligation thereunder where such failure is attributable (whether directly or indirectly) to any malfunction of the ATM/POS terminal or the Debit Card, temporary insufficiency of funds, any dispute or other circumstances beyond its control.
- 10) Where HSBC India knows of or suspects a breach of security or other suspicious circumstances with respect to or in connection with the operation of one or more of the accounts or in connection with the use of Debit Card, HSBC India may, at its absolute discretion and without any liability, decline authorisation for any transaction and in that event, HSBC India will, to the extent possible, inform the Cardholder as soon as possible.
- 11) HSBC India shall not be liable for any loss or damage, including any consequential or indirect loss or damage, arising from or related to the issue/use/loss of the Debit Card and related PIN, howsoever caused.
- 12) In addition to these terms and conditions, the usage of the Debit Card shall also be subject to Visa guidelines, the issue and use of the Debit Card shall be subject to extant laws, rules and regulations, Visa guidelines and HSBC India's terms and conditions, as may be in force from time to time. All authorisations and powers conferred on HSBC India are irrevocable. These terms and conditions will be construed in accordance with and governed by the laws of India. All disputes are subject to the exclusive jurisdiction of the courts of Mumbai only, irrespective of any other court having concurrent jurisdiction in the matter.
- 13) In the event, for some reason beyond HSBC India's control or inadvertently, HSBC India is unable to meet the service levels committed by HSBC India in its dealings with individual customers, the compensation policy as given on www.hsbc.co.in will apply.

- 14) In case of failed transactions at ATM, the complaint should be lodged at the branches/contact centres in the format displayed at the ATM lobby (or the same can be obtained from the branch).
- 15) It is mandatory for the Banks to reimburse the customers; the amount wrongfully debited on account of failed ATM transactions or unsuccessful/failed transactions on Debit Card, within a maximum period of 5 calendar days from the date of the transaction. For any failure to re-credit the customer's account within 5 days from the transaction date, the Bank shall pay compensation of ₹100, per day of delay, to the aggrieved customer. This compensation shall be credited to the customer's account automatically without any claim from the customer, on the same day when the Bank accords the credit for the failed ATM transaction. Providing credit within 5 days would be applicable for domestic card transactions and not applicable for international card transactions
- 16) Tax Representation
- a) Individual accounts: You are responsible for fulfilling any obligation that you may have with respect to the filing of returns or other required documentation in respect of and the payment of all relevant taxes, including, without limitation, all income, capital gains, wealth and estate duties, stamp duties, plus applicable taxes[#]. The creation and continued operation of your account and/or the acquisition, holding or disposal of investments or assets in such account, as well as any income, distributions or losses realised in relation to the operation of the account may expose you to tax consequences depending on a number of factors including, but not limited to, your applicable domicile, your place of residence, your citizenship or the type of assets you hold in your account. Certain countries may have tax legislation with extraterritorial effect regardless of your place of domicile, residence or citizenship. The Bank does not provide any legal or tax advice and you should seek legal and/or tax advice from an independent legal and/or tax adviser. You acknowledge and agree that the Bank has no liability in respect of any of your tax obligations and/or any legal and/or tax advice provided to you by third parties.
- b) Non-individual accounts: Customer (and each Connected Persons) is responsible for fulfilling its own obligations with respect to the filing of returns or other required documentation in respect of reporting and payment of all relevant taxes, including, without limitation, all income, capital gains, wealth and estate taxes. The creation and continued operation of the account and/or the acquisition, holding or disposal of investments or assets in such account, as well as any income, distributions or losses realised in relation to the operation of the account may expose you (or any Connected Person) to tax consequences depending on a number of factors including, but not limited to, applicable domicile, place of residence, citizenship, place of incorporation or the type of assets held in the account. Certain countries may have tax legislation with extraterritorial effect regardless of place of domicile, residence, citizenship or incorporation. The Bank does not provide any legal or tax advice and you (and each Connected Person) should seek legal and/or tax advice from an independent legal and/or tax adviser. You acknowledge and agree that the Bank has no liability in respect of any of your tax obligations (or those of any Connected Persons) and/or any legal and/or tax advice provided to you by third parties.

[#]Please note that based on the Goods and Services Tax (GST) regulations and notified GST rates, Central GST, State/Union Territory GST, or Inter-State GST, as applicable, and Cess as applicable would apply on our fees and charges.

17) Documents/Correspondence

a) Know Your Customer/Due Diligence requirement

In line with the requirements of the Bank's policy, the Know Your Customer (KYC) documents along with other documentation need to be submitted at the time of opening a new account or as and when requested by the Bank. The Bank reserves a right to allow/restrict operations in a newly opened/existing accounts maintained with the Bank, if the customer is not able to satisfy the Due Diligence requirements in line with the Bank's policy.

b) Undelivered correspondence: The Bank reserves a right to block transactions/allow operations in a newly opened/existing accounts maintained with the Bank, if the account deliverables/welcome letter/welcome pack/bank correspondences not limited to account statements, etc., are returned undelivered and the Bank is unable to contact the accountholder at the address/contact number provided by them at the time of account opening/updated in bank records.

18) Sanctions clause: The Bank and other members of the HSBC Group are required to and may take any action to meet Compliance Obligations relating to or in connection with the detection, investigation and prevention of Financial Crime (Financial Crime Risk Management Activity) and act in accordance with the laws, regulations and requests of public and regulatory authorities operating in various jurisdictions which relate to Financial Crime. The Bank may take, and may instruct (or be instructed by) any other member of the HSBC Group to take, any action which it or such other member, in its sole and absolute discretion, considers appropriate to take in accordance with all such laws, regulations and requests.

Such action may include but is not limited to (a) screening, intercepting and investigating any instruction, communication, drawdown request, application for services, or any payment sent to or by you, or on your behalf, (b) investigating the source of or intended recipient of funds, (c) combining customer information with other related information in the possession of the HSBC Group, and/or (d) making further enquiries as to the status of a person or entity, whether they are subject to a sanctions regime, or confirming your identity and status and (e) share information on a confidential basis with such HSBC Group offices whether located in India or overseas in relation to prevention of Financial Crime.

Exceptionally, our Financial Crime Risk Management Activity may lead to us delaying, blocking or refusing the making or clearing of any payment, the processing of your instructions or application for services or the provision of all or part of the services. To the extent permissible by law, neither we nor any other member of HSBC Group shall be liable to you or any third party in respect of any loss (whether direct or consequential and including, without limitation, loss of profit or interest, however it arose) that was suffered or incurred by you or a third party, caused in whole or in part in connection with the undertaking of Financial Crime Risk Management Activity.

In certain circumstances, the action which the Bank may take may prevent or cause a delay in the processing of certain information. Therefore, neither the Bank nor any member of the HSBC Group warrants that any information on the Bank's systems relating to any payment messages or other information and communications which are the subject of any action taken pursuant to this clause is accurate, current or up-to-date at the time it is accessed, whilst such action is being taken.

For the purpose of the present clause:

'Compliance Obligations' means obligations of the HSBC Group to comply with: (a) laws or international guidance and internal policies or procedures, (b) any demand or request from authorities or reporting, disclosure or other obligations under laws, and (c) laws requiring us to verify the identity of our customers.

'Financial Crime' includes money laundering, terrorist financing, bribery, corruption, tax evasion, fraud, evasion of economic or trade sanctions, and/or any acts or attempts to circumvent or violate any laws relating to these matters.

- 19) You may also send an SMS from your registered mobile number to block the lost card. The SMS should be sent in the following format 'BLOCK<space>HSBC<space><last four digits of your card number>' to '575750'.

For reporting unauthorized transactions along with blocking of cards in case of loss/theft/misuse of debit card. Please dial 1800 267 3456/1800 121 2208 (Domestic) & +91-40-65118002 /+91-22-71728002 (Overseas) for HSBC Personal Banking Debit Cards.

For more safe, secure and convenient transactions on your HSBC Debit Card. [Click here](#) to visit

Note

Grievance Redressal Officer Handling Debit Card Complaints

[Click here](#) for more details about our grievance redressal mechanism

Mr Ahmer Ali

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

Contact number: [tel:040-65118015| tel:022-71728015]
(Monday to Friday between 9:30 a.m. to 6:00 p.m.)

E-mail ID: complaints.india@hsbc.co.in

Please refer [compensation policy](#) available on our website for delay in redressal of grievance

Please refer [compensation policy](#) available on our website delay in closing of debit card.

Loss/Theft/Misuse of the card

- a. If the Debit Card is lost/stolen, the cardholder should report it to HSBC immediately in writing or by calling Phone Banking Numbers.
The Bank, is merely acting as a facilitator in taking up the dispute through VISA to the concerning merchant. The Bank is thus not liable for the outcome of the investigation.
- b. The cardholder will not be held liable for any transaction made on the Debit Card after reporting the loss/theft/misuse to HSBC

- c. Although loss or theft may be reported as mentioned in (a) above, the cardholder must confirm to HSBC in writing. A copy of the acknowledged FIR must accompany the written confirmation.
- d. Should the cardholder subsequently recover the card, the recovered Debit Card must not be used. Please destroy the card by cutting it into several pieces through the magnetic strip.
- e. In case of loss/theft/ misuse of card, the Bank shall be guided by policy on limited liability of customers available on website. The policy has been formulated basis the RBI circular on Customer Protection – Limiting Liability of Customers in Unauthorised Electronic Banking Transactions’ as updated from time to time. (RBI Circular - ref. DBR.No.Leg.BC.78/09.07.005/2017-18 dated July 6, 2017.