

## **HSBC Citizen's Charter March 2023**

### **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: March 2023

Information given in this booklet is as of 1 March 2023, 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 Phone Banking number, or visit our website [www.hsbc.co.in](http://www.hsbc.co.in)

## **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
- 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
- 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 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
- Report any unauthorized electronic banking transaction through various modes available on PWS (Public Website / Branch / Contact Center etc.) at the earliest
- Safe keep 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 Phone Banking/Internet Banking PIN on Debit Card.
- Not fall prey to fictitious offers / lottery winnings / remittance of cheap funds in foreign currency from abroad by so-called foreign entities/ individuals or to Indian residents acting as representatives of such entities/individuals

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## **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 /Cheques/Debit Cards. It helps the customers to keep minimum cash at home besides earning interest.
2. Savings Bank accounts are very popular. These accounts can be opened by eligible person(s) and certain organization/agencies [as approved by the Reserve Bank of India (RBI)].
3. While opening this account, we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.
4. The Bank requires relevant documents for identification of the person(s) opening the account. The necessary documents will be advised at the time of account opening.
5. The Bank is required to obtain one recent photograph(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 documents 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 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. For Indian Rupee savings account interest rate, refer our website [www.hsbc.co.in](http://www.hsbc.co.in) .
9. Cheque, Dividend Warrants drawn in the name of the accountholder (s) will be collected through this account.
10. Financial Instrument endorsed in favour of the Accountholder (s) will not be collected through Savings Bank Account.

### **Current Account**

1. Current Accounts can be opened by an individual, Partnership firms, Private & Private Limited companies, HUF/Specified Associates, Societies, Trust etc.
2. While opening this Account, we will satisfy ourselves about the Entity Proof/identity, including verification of address of 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 systems.
3. The bank requires relevant documents for identification of the prospective customer(s) opening the account. The necessary document will be advised at the time of account opening.
4. The Bank is required to obtain recent photograph(s) of the prospective customer(s) and connected parties (if any) for 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.
6. As per RBI directive, the applicant for Current Account should declare in the account opening form or separately that he/they is/are not enjoying any credit facility with any Bank and if he/they does/do enjoy any credit facility, he/they should declare full particulars thereof indicating the name of the Bank/branch concerned.
7. 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.
8. Current account customers need to maintain a minimum balance 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).
9. As per relevant regulations, no interest is paid on credit balances kept in Current account.
10. 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

'Term deposit' or 'Fixed Deposit' means a deposit received by the bank for a fixed period withdrawable normally after the expiry of the fixed period

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 term/fixed deposit before completion of the tenor 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 penal 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.

The interest paid will be lower by the penal rate than the rate prevailing on the date of placement of the deposit for the period for which the deposit remained with the Bank or the contractual rate, whichever is lower.

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. Such loans are sanctioned by charging interest at rates as per the relevant regulatory guidelines or as prescribed by the Bank.
7. 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. If a Term Deposit matures and proceeds are unpaid, the amount left unclaimed with the bank shall attract rate of interest as applicable to savings account or the contracted rate of interest on the matured TD, whichever is lower.
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. Under section 194A of the Income Tax Act, TDS at the rate of 10 percent would be applicable on interest on fixed deposit to a resident exceeding INR 40,000. However, in case of resident senior citizen, the threshold is INR 50,000.  
In case of non-residents, rates as per DTAA would apply if the customer provides Tax Residency Certificate, Form 10F and customer declaration. In case of non-submission of the mentioned documents, TDS rate of 30% (plus applicable surcharge and cess) would apply.<sup>12</sup> 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.
12. 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 a Succession Certificate / Letter of Administration / Probated Will from the Legal Heirs in cases where there is no nomination made, subject to the claim amount being under a Bank defined threshold. 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 favor of one person only
- Nomination can be made, cancelled or varied by the accountholder any time during his/her lifetime. While making nomination, cancellation or variation, witness is required and the request should be signed by all accountholders.
- Nomination can be made in favor of a minor also.
- For the existing accounts where nomination is not made, the accountholder(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 center to another center 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), Unified Payment Instruction (UPI) system, etc. operated through RBI for transferring funds to and from other Centre's.

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 Noncustomers 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 accountholders subject to satisfactory conduct# of such account for a period of not less than 6 months. This facility will be provided only for those cheques that are drawn on HSBC Branch location. Bank will levy normal collection charges and actual out-of-pocket expenses. In the event, the cheque is returned unpaid, the value of the cheque would be immediately debited to the account. The customer will not be charged any interest from the date immediate credit was given to the date of return of the instrument unless the Bank had remained out of funds on account of withdrawal of funds.

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
- 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
- Outstation Cheque — payable at all major cities: Within 10 working days
- 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 as per the banks compensation / cheque collection policy on the Public Website.

#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 and effective 1 July 2016, 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.

#### **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 dispatched 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.
7.	Collection of Local Cheque 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.
10.	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'.

There are multiple types of NR products offered by HSBC, these are as follows-

1. NRE account
2. NRO account
3. NRE deposit
4. NRO deposit
5. FCNR deposit
6. RFC deposit

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 ICICI Lombard 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.

### **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 dematerialized/electronic form for the depository account holder.

## **ALTERNATE DELIVERY CHANNELS**

### **Internet Banking**

The Bank offers Internet Banking facility to its banking and Credit Card customers. This facility is compliant with all the norms and regulations laid down by the regulator from time to time. Customers have a choice to log on to their Personal Internet Banking account by either opting for:

- a. Login with password: Perform functions like checking your account balance as well as conduct financial transactions such as funds transfers using NEFT, RTGS and Account to Credit Card payment, paying utility bills etc. A non-resident customer can transfer funds within his HSBC global accounts and perform outward remittances\*\* Customer can view e-statements and e-advice, buy/sell mutual funds etc., by logging on to your Personal Internet Banking account with your password. OR
- b. Login with Digital Security Key (DSK)/Security Device. The facility offers the most secure form of authentication by the way of two-factor authentication using a digital security key/security device. Using this facility, customers can enquire on their accounts as well as set up beneficiaries to facilitate 3 party transfers etc. One can avail of other value-added features such as accessing e-statements, e- advice, making bill payment, communicating with the Bank in a secure mode through a secure mail, requesting a replacement credit card, ordering cheque book, updating personal details etc.

\*\*NRE account holders only

\*This facility requires separate registration by the customer.

### **Bill Payment Services:**

Bill pay services are currently being offered by HSBC for all its customers. These services can be used by customers to effect payment towards their utility bills by paying online by fetching the bills from PIB and also recurring payments can be done via SI/Auto Bill Pay..

### **e-NACH:**

E-NACH is service offered by HSBC in concurrence with NPCI and e-Mandate are easier ways for merchants and their buyers to handle all recurring payments like telephone bills, insurance premiums, utility bills, SIPs, school fees etc.

### **UTB (Unit Trust on Browser) & UTM (Unit Trust on Mobile) Online:**

**UTB & UTM** is the online trading platform for Mutual Fund Investments which is housed in Personal Internet Banking (PIB) or mobile banking. UTB & UTM provides customers with the facility of transacting in mutual funds online (through HSBC Personal Internet Banking or mobile banking). It enables customers to not only transact (Buy, Sell, Switch & start Systematic Plans) in a wide variety of mutual fund schemes of various Asset Management Companies (AMCs) but also allows them to:

1. Monitor the performance of their investments online on Wealth Dashboard
  - Current Investments - Holdings currently held by customer on his/her WMS account, Deposits, and Insurance.
  - Transactions of investments, Realized Gain Loss and Analyze investments.
2. Get regular market news, insights and updates on Wealth Dashboard
3. Assess their risk appetite on Wealth Dashboard
4. Search for detailed information on mutual fund schemes of various AMCs.
5. Conventional Product Search — List View
6. Cancel SIP — Allows customer to cancel SIP Plans
7. Order Capture and Status — Allows customer to view the status of transactions submitted through this platform.

UTB & UTM can be offered to all HSBC customers who have a WMS account and are registered for Internet Banking

#### **Referral Services: for Portfolio Management Services (PMS)**

PMS referral service is available for our Premier and Top Tier customers. We can now proactively reach out to eligible customers who have enquired / evinced desire to diversify in third party discretionary PMS product and inform them regarding referral service.

#### **Phone Banking**

The Bank offers Phone Banking facility (automated system and personalized 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 "HSBC India". All customers who have registered for Personal Internet Banking through the desktop can use the mobile app. The customer need 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.

Using this facility, customer 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.

Features available on the App

Sr. No	HSBC India Mobile App	Additional information
1	Account dashboard	
2	Account Details	
3	Transaction details	up to 200 or 6 months transaction for bank account Last 20 transactions for CC
4	Secure Message	
	a Read secure Message	
	b Send secure Message	
5	Pay and transfer & add beneficiary	Only Now and Future Dates
	a M2M transfers Domestic linked account	
	b M2M transfers (Other HSBC Bank account & credit card)	
	c M2M transfers (NEFT/RTGS)	
7	Statements & Certificates (View & download)	
	a Bank account (account level/ composite)	Last 15 statements
	b Credit Card	Last 12 statements LOP – Loan on Phone EMI conversion
8	Services	
	a Manage devices	Max 3 devices can be set-up/ provisioned
	b Manage security /App PIN / Biometrics login	
	Card Control – Control your Debit card and credit card limits through the app	
9	Global accounts	
10	Open a Fixed Deposit	Eligible customers only
11	Apply for a personal Loan	Eligible customers only
12	Convert Credit card transactions into easy EMI	Eligible customers only
13	Wealth account opening and UTM (Wealth on Mobile)	Eligible customers only

## **Unified Payments Interface (HSBC UPI app – Simply Pay):**

The Bank also offers online instant payments in a simple and convenient way through the Unified Payments Interface (UPI) app – Simply Pay 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).

Simply Pay app (UPI app) allows customer to link his HSBC accounts 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 Mobile 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 Smart Value Credit Card
- HSBC Platinum Credit Card
- HSBC Cashback Credit Card
- HSBC Premier MasterCard<sup>o</sup> Credit Card

### **Features and Benefits**

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

- Revolving credit – The customer has the option of:
  - (i) Paying the outstanding amount in full
  - (ii) Paying only the minimum amount due
  - (iii) Paying any amount ranging from minimum amount due to entire outstanding

In case of Option(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 Phone Banking. \*Please visit <https://www.hsbc.co.in/credit-cards/> for more details.

## **Corporate Credit Card**

The bank also has a Credit card offering for its corporate clients. These cards are available for the corporate to meet their employee business Travel & Entertainment expenses, Purchase

Type of card

HSBC World Corporate MasterCard

Features and Benefits

Gain an extensive and clearer picture of employee spending:

- 60+ standard reports as well custom reporting capability on 24x7 online platform to help make better and informed business decisions
- Streamline accounting procedures by consolidating transaction data across transactions into a single monthly statement
- Easily integrate transaction data with your existing expense management system Enhanced Controls and effectively align to travel policy:
- Set up varying credit limits for employee based on their travel needs
- Monitor employee spend compliance with transaction exception reports. Superior ongoing client management delivering program efficiencies:
- 24x7 card contact Centre support for Cardholders & Program Administrators
- Enhance support for program administrators through a Client Services Manager/Relationship Manager

## **LOANS**

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

SECURED LOAN UNSECURED LOAN

- Home Loan o Personal Loan oPersonal Line of Credit (PLOC)
- Smart Home Loan
- Loan Against Property
- Smart Loan Against Property

We offer secured facilities against your residential properties or Fixed deposits for business purposes These could be in the form of term loans and/or overdrafts

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

### **Home Loan**

This is a vanilla Home Loan product variant based on a Floating 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**

Smart Home loan is an overdraft mortgage loan. 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 (Smart LAP)**

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

\*Please visit <https://www.hsbc.co.in/loans/products/personal/> for more details

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

### **Personal Line of Credit (PLOC)**

Personal Line of Credit (PLOC) is an unsecured line of credit which is offered to existing HSBC India customers working with select corporates and having salary account with HSBC India. This product is offered at a fixed rate of interest for Instant access to funds, which can be used to meet unplanned expenses, managing cash flow or for any financial needs. No collateral/guarantor is required to issue this limit. The borrowed amount can be repaid through monthly minimum payment of 5% of your outstanding balance.

### **REDRESSAL OF COMPLAINTS**

At HSBC, Customer Delight is our priority and we are committed to provide our customers Best in Class Banking Experience. If customers are happy with our services, we would love to hear from them. Similarly, customer feedback helps us strengthen things that we are doing well and at the same time improve on areas where we need to do better.

The customer can record their grievances/provide their feedback in writing or verbally. The customer can approach the Bank to register a complaint through any of our service touch points given hereunder and expect a response within 10 days of complaint registration. In case the customer does not receive a response within the number of days indicated below for each level or if the customer is dissatisfied with the response received from the Bank, the customer may escalate the complaint to the next level as indicated below:

L - 1

You may visit our Grievance Policy at our website [www.hsbc.co.in](http://www.hsbc.co.in) to make a complaint

OR

- (a) Make a complaint via our online form available in our Website [www.hsbc.co.in](http://www.hsbc.co.in)
- (b) Contact our Phone Banking Services or Internet Banking Secure Message (for contact details check our Website [www.hsbc.co.in](http://www.hsbc.co.in))
- (c) Login your Personal Internet Banking and write to us
- (d) Visit any of our Branches in India

We will respond to your complaint within 10 days.

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 check below for the next level of escalation. 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.

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 write to the Regional Nodal Officers of the Bank. Please visit the Bank's website [www.hsbc.co.in](http://www.hsbc.co.in) for contact details of our Regional Nodal Officers.

While registering your complaint under Level-2, please quote the complaint reference number provided by the Customer Service officer in case you wish to correspond further on the same issue. For any service requests or queries, please approach your nearest Branch or Contact Centre.

OR You may also contact the Nodal Officer Team between 09:30 AM and 06:00 PM, Monday to Friday

Nodal Officer Escalation contacts :

Region	Regional Nodal Officer	Address
Andhra Pradesh and Telangana	Mr. Koustubh Vaishampayan	The Hongkong and Shanghai Banking Corporation Limited, 6-3-1107 & 1108, Raj Bhavan Road, Somajiguda, Hyderabad - 500 082
Chandigarh	Mr. Vivek Pal	The Hongkong and Shanghai Banking Corporation Limited, SCO 1, Sector 9-D, Chandigarh - 160017
Delhi/Haryana/ Uttar Pradesh	Mr. Sandeep Kumar Sharma	The Hongkong and Shanghai Banking Corporation Limited, Birla Towers, 25 Barakhamba Road, New Delhi - 110 001
Gujarat	Ms. Dipti Shinde	The Hongkong and Shanghai Banking Corporation Limited, Mardia Plaza, C. G. Road, Ahmedabad - 380 006
Karnataka	Mr. Arun Mohan	The Hongkong and Shanghai Banking Corporation Limited, No. - 7, M. G. Road Bengaluru, Karnataka - 560 001
Kerala	Mr. Sulthan Sikander Ameerjan	The Hongkong and Shanghai Banking Corporation Limited, Pulikkal Estates. M. G. Road, (Near Medical Trust Hospital), Kochi - 682 016
Maharashtra	Mr. Arijit Chakraborti	The Hongkong and Shanghai Banking Corporation Limited, 46B, Asha Mahal, Dr G Deshmukh Marg, Mumbai - 400 026
Rajasthan	Ms Khushboo Jain	The Hongkong and Shanghai Banking Corporation Limited, 61-A, Sardar Patel Marg, C-Scheme, Jaipur - 302 001
Tamil Nadu	Mr. Velmurugan Annamalai	The Hongkong and Shanghai Banking Corporation Limited, Rajalakshmi, No. 5 & 7, Cathedral Road, Chennai - 600086
West Bengal	Ms. Soumitra Basu Thakur	The Hongkong and Shanghai Banking Corporation Limited, 31, BBD BAG, Dalhousie Branch, Kolkata - 700 001

OR

Call the Nodal Officer team

Call the Nodal Officer Team between 09:30 AM to 06:00 PM, Monday to Friday on contact number:

040-65118015/ 022-71728015.

OR

Write to Code Compliance Officers

You can write to Code Compliance Officer referring to respective line of business and contact person:

Line of business	Contact	Address	Email
Mortgages	Mr. Tarun Kapur	The Hongkong and Shanghai Banking Corporation Limited NESCO - IT Park Bldg 3, 9th Flr, Nesco Complex, Western Express Highway, Goregaon (East), Mumbai - 400063 Contact number: [tel:040-65118015 tel:022-71728015] (Monday to Friday between 9:30 a.m. to 6:00 p.m.)	complaints.india@hsbc.co.in  (Office of Mr. Tarun Kapur)
Debit Cards & Retail Business Banking	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 - 400063 Contact number: [tel:040-65118015  tel:022-71728015] (Monday to Friday between 9:30 a.m. to 6:00 p.m.)	complaints.india@hsbc.co.in  (Office of Mr. Ahmer Ali)

Credit Cards	Ms Saba Choudhury	The Hongkong and Shanghai Banking Corporation Limited NESCO - IT Park Bldg 3, 9th Flr, Nesco Complex, Western Express Highway, Goregaon (East), Mumbai – 400063 Contact number:[tel:040-65118015] tel:022-71728015] (Monday to Friday between 9:30 a.m. to 6:00 p.m.)	complaints.india@hsbc.co.in  (Office of Ms Saba Choudhury)
Unsecured Loans	Mr. Willie Fernandes	The Hongkong and Shanghai Banking Corporation Limited. NESCO - IT Park Bldg 3, 9th Flr, Nesco Complex, Western Express Highway, Goregaon (East), Mumbai – 400063 Contact number: [tel:040-65118015] tel:022-71728015] (Monday to Friday between 9:30 a.m. to 6:00 p.m.)	complaints.india@hsbc.co.in  (Office of Mr. Willie Fernandes)
Business Banking	Mr. Madanmeer Purushothaman	The Hongkong and Shanghai Banking Corporation Limited "Rajalakshmi", No.5 & 7, Cathedral Road, Chennai - 600 086]	madanmeer.purushothaman@hsbc.co.in]

OR

Login your Personal Internet Banking and write to us

Please register your complaint against any act of mis-selling of Credit Cards or harassment by the Bank Staff/representatives of the Bank at any of the following channels.

Email id : complaints.india@hsbc.co.in

Helpline No :18002673456 | 18001212208

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, you may refer below for the next level of escalation.

L 3

Email the Principal Nodal Officer

Mr. Sabry Ali, Chief Nodal Officer, The Hongkong and Shanghai Banking Corporation Limited,  
NESCO - IT Park Bldg. 3, 9th Floor, Nesco Complex, Western Express Highway, Goregaon (East),  
Mumbai - 400 063.

E-mail: pnhsbcbank@hsbc.co.in

OR

Make a complaint to Senior Management via our online form available in Bank's website [www.hsbc.co.in](http://www.hsbc.co.in)



Senior management contact details

Line of business	Contact person & email	Address
<b>Wealth &amp; Personal Banking</b>	Mr. Arunabha Hajra (Head of Customer Advocacy)  headcustomerrelations.retailbanking.in@hsbc.co.in	The Hongkong and Shanghai Banking Corporation Limited, NESCO - IT Park Bldg 3, Western Express Highway, Goregaon (East), Mumbai – 400063
<b>Wealth &amp; Personal Banking</b>	Mr. Sandeep Batra (Head of Wealth and Personal Banking, India)  headretailbanking@hsbc.co.in	The Hongkong and Shanghai Banking Corporation Limited, NESCO - IT Park Bldg 3, Western Express Highway, Goregaon (East), Mumbai – 400063
<b>Customer Propositions &amp; Marketing</b>	Mr. Jaswinder Singh Sodhi (Head of Customer Propositions & Marketing)  headcustomervalue.retailbanking.rbwm@hsbc.co.in	The Hongkong and Shanghai Banking Corporation Limited, NESCO - IT Park Bldg 3, Western Express Highway, Goregaon (East), Mumbai – 400063
<b>Business Banking</b>	Mr. Gaurav Sahgal (Head of Business Banking)  headbusinessbanking@hsbc.co.in	The Hongkong and Shanghai Banking Corporation Limited, 52/60 M. G. Road Fort, Mumbai - 400001
<b>Global Banking</b>	Mr. Amitabh Malhotra (Head of Global Banking)  headcommercialbanking@hsbc.co.in	The Hongkong and Shanghai Banking Corporation Limited, 52/60 M. G. Road Fort, Mumbai - 400001
<b>Commercial Banking</b>	Mr. Ajay Sharma (Head of Commercial Banking)  headcommercialbanking@hsbc.co.in	The Hongkong and Shanghai Banking Corporation Limited, 52/60 M. G. Road Fort, Mumbai - 400001
<b>Chief Executive Officer</b>	Mr. Hitendra Dave (Chief Executive Officer)  ceosoffice@hsbc.co.in	The Hongkong and Shanghai Banking Corporation Limited, 52/60 M. G. Road Fort, Mumbai - 400001

**Notes:** 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 RBI 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 Ombudsman appointed by the Reserve Bank of India under The RBI – Integrated Ombudsman Scheme 2021, 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 had, before making a complaint under the Scheme, made a written complaint to HSBC and the complaint was rejected wholly or partly by the Bank, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the Bank received the complaint.
- The complaint is made to the Ombudsman within one year after the complainant has received the reply from HSBC or, where no reply is received, within one year and 30 days from the date of the complaint 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 abusive or frivolous or vexatious in nature
- The complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.
- The complaint is lodged by the complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person.

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. Details of the scheme are available in the bank's website:

<https://www.hsbc.co.in/help/feedback-and-complaints/grievance-redressal-mechanism/non-demat-accounts/>

- The Reserve Bank - Integrated Ombudsman Scheme, 2021
- Address and area of operation of Ombudsman - Reserve Bank of India - <https://rbi.org.in/scripts/aboutusdisplay.aspx?pg=bankingombudsmen.htm>
- Details of the complaint lodging portal of the Ombudsman - Reserve Bank Of India <https://cms.rbi.org.in/cms/indexpage.html#eng>

The complaint may also be submitted through electronic or physical mode to the Centralised Receipt and Processing Centre as notified by the Reserve Bank. Contact details of Centralised Receipt and Processing Centre (CRPC) : Address - Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh 160017; Toll Free No. – 14448