

‘Annexure A’
Escalation Matrix

Details of	Contact Person	Address	Contact No	E-mail ID	Working Hours
Customer care	Mr Sabry Ali	The Hongkong and Shanghai Banking Corporation Limited NESCO - IT Park Bldg. 3, Western Express Highway, Goregaon (East) Mumbai – 400 063	022 61223798 +91 40 - 65118015**	complaints.india@hsbc.co.in	9.30 am to 4.30 pm (Monday to Friday)
Head of Customer Care	Mr. Arunabha Hajra	The Hongkong and Shanghai Banking Corporation Limited NESCO - IT Park Bldg. 3, Western Express Highway, Goregaon (East) Mumbai – 400 063	022 61224775 +91 022 – 1728015**	headcustomerrelations.retailbanking.in@hsbc.co.in	9.30 am to 4.30 pm (Monday to Friday)
Compliance Officer	Mr. Parnil Bector	The Hongkong and Shanghai Banking Corporation Limited 52/60, M. G. Road Fort, Mumbai - 400 001	+91 022 - 22681700 +91 022 - 22685522	custody.compliance.in@hsbc.co.in	9.30 am to 4.30 pm (Monday to Friday)
CEO	Mr. Hitendra Dave	The Hongkong and Shanghai Banking Corporation Limited 52/60, M. G. Road Fort, Mumbai - 400 001	+91 40 - 61268015**	ceosoffice@hsbc.co.in	9.30 am to 4.30 pm (Monday to Friday)

** The investor/client can also reach out to the customer care contact no. in case you are unable to reach the desired escalated level. A call back shall be arranged by the employee of the Bank from the desired escalated person or their office.

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at

<https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>.

In case CDSL accounts, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>. Clients can also lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcoming.html>.

Please quote your Complaint Ref. No. while raising your complaint at Depository/SEBI SCORES portal

Visit your nearest HSBC branch

The Hongkong and Shanghai Banking Corporation Limited
 52/60 Mahatma Gandhi Road, P. O. Box 631, Mumbai - 400 001, India. Website: www.hsbc.co.in

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