

Personal support for your Personal Economy



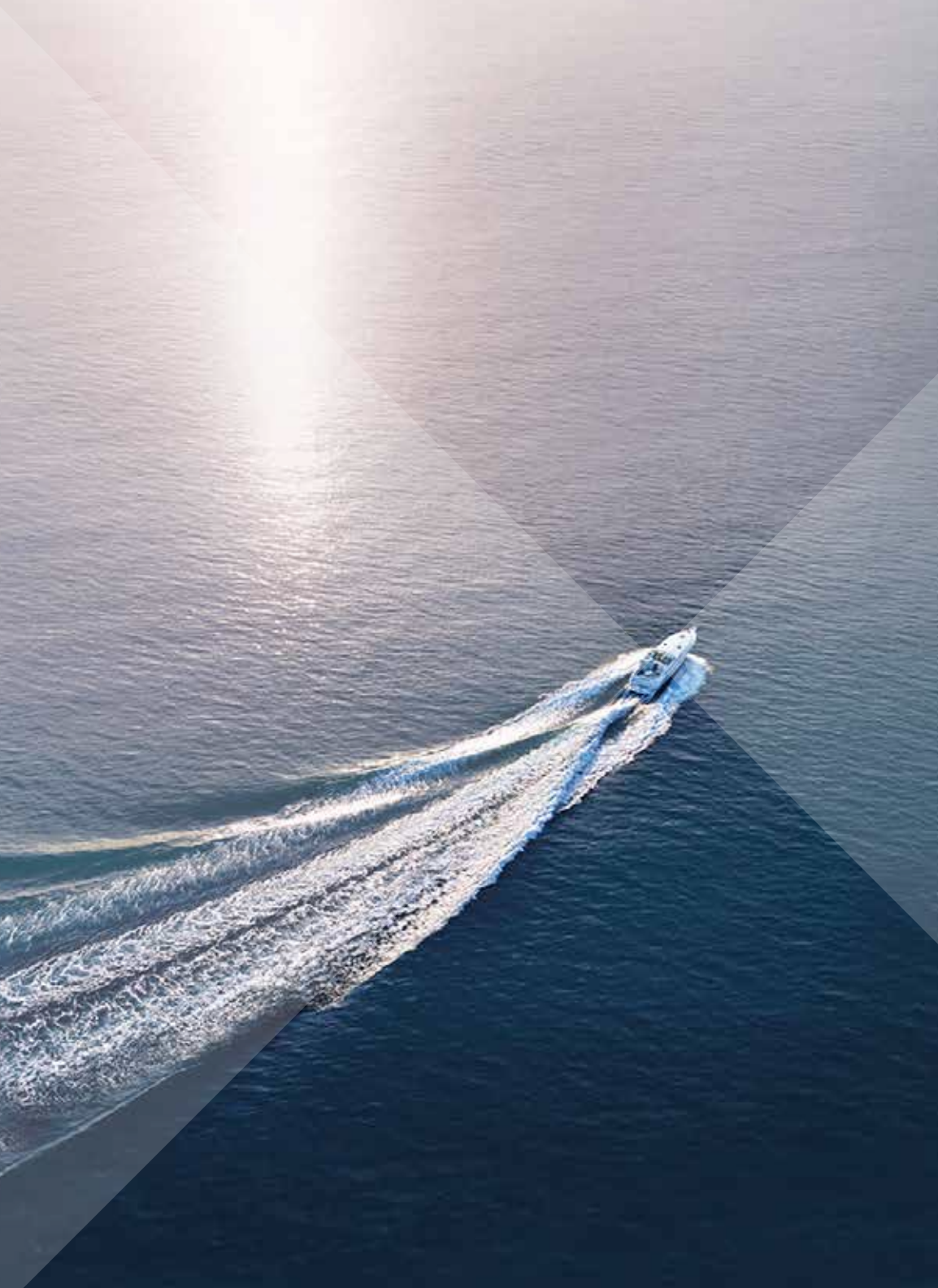
HSBC
Premier

Together we thrive

Key Things You Should Know

- HSBC Premier provides personal support for your Personal Economy. Your Personal Economy represents the health of your whole financial life.
- The HSBC Premier offering includes:
 - A trained and accredited HSBC Relationship Manager to assist you with banking and wealth management needs
 - A complimentary HSBC Premier Mastercard® Credit Card with offers such as airport lounge access, discounts at select restaurants, access to select golf courses, cashback on movie tickets, fuel surcharge waiver, shopping offers, etc.
 - Withdrawal limits of up to ₹250,000 per day and unlimited free transactions at any ATM (including non-HSBC ATMs) in India on the HSBC Premier Platinum Debit Card
 - Global recognition and support at HSBC branches across the world, including emergency encashment of USD 2,000 for you and your family
- HSBC Premier in India is offered to you based on the below criteria:
 - HSBC Premier Total Relationship Balance (TRB) criterion: Maintain a quarterly Total Relationship Balance (TRB) of ₹4,000,000 (Rupees forty lakh only); OR
 - HSBC Premier mortgage criterion: Have a mortgage relationship with disbursement of ₹11,500,000 (Rupees one crore fifteen lakh only) or more, with HSBC India; OR
 - HSBC Premier Corporate Employee Programme (CEP) criterion: Hold a corporate salary account under the HSBC Corporate Employee Programme (CEP) in India with a net monthly salary credit of ₹300,000 (Rupees three lakh only) or more into the account
- HSBC Premier customers who do not meet the Mortgage or CEP criteria will need to maintain the applicable Premier TRB criteria.
- If the TRB criteria is not met for a particular quarter, we will levy a quarterly Service charge of 0.2% on the shortfall in the TRB, up to a maximum of ₹2,000 (plus applicable taxes^{\$\$}). When you do not meet the minimum TRB for a particular quarter, we will notify you in the following quarter and request you to build the TRB by the quarter.
 - If you build the requisite TRB in the next quarter, we will not levy the Service charges.
 - However, if you do not build the TRB for two consecutive quarters, we will levy the Service charge on the lower of the TRB shortfall between these two quarters. (Note that the above mentioned Service charges will not be applicable for Premier customers who hold a corporate salary account with HSBC.)
- If we observe that the eligibility criteria is not maintained consistently, the Bank may be constrained to reclassify your HSBC Premier account to an alternate offering. You will receive further communication and due notice prior to any such account reclassification.
- For detailed information on HSBC Premier, eligibility criteria, Service charges as well as applicable terms and conditions, please visit www.hsbcpremier.co.in
- HSBC will notify you of any changes in the terms and conditions of this offering with prior notice of one month.

^{\$\$}Please note that based on Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/ Union Territory GST or Inter-State GST, as applicable, would apply on our fees and charges with effect from 01 July, 2017.



Welcome

Welcome and thank you for choosing HSBC Premier. We have travelled the world with the single aim of understanding the needs of our clients better than ever before. In this process we have come to appreciate that you live varied, complex and interesting lives. We also appreciate that many of you are experts in your field, highly driven and successful. It is why, at HSBC Premier, we have developed a standard of Service that lives up to your expectations. A Service that is tailored to each of your unique and individual needs.

In this pack, we would like to introduce you to the many benefits and Services we offer you as an HSBC Premier client. If you have any further questions, please do not hesitate to contact your Relationship Manager or HSBC Premier PhoneBanking.



Introducing your Personal Economy

At HSBC Premier, we endeavour to keep your Personal Economy moving forward. Your Personal Economy represents the health of your whole financial life. It incorporates and influences all the things that you value most – your family, your home, your passions, your work, your legacy. Your Personal Economy is unique to you, completely interconnected and constantly changing and so requires constant care and attention to keep it in balance.

And that's our job at HSBC Premier – to provide personal support for your Personal Economy. We can do this better than anybody else, in 4 unique ways.

Your
Benefits



A dedicated Relationship Manager supported by a team of efficient staff global experts

Your Relationship Manager will put together a picture of your entire financial life. Someone who gets to know the various aspects of your life before matching your needs with perfectly suited solutions and then creating a bespoke financial strategy designed just for you.

- An accredited and knowledgeable HSBC Premier Relationship Manager supported by a team of wealth¹ specialists
- Financial planning and advice for investment in mutual funds and insurance to help you fulfill your hopes and dreams
- Supported by the expertise of HSBC's Asset Management and Insurance businesses
- HSBC Premier's innovative 'Goal Planner' tool for tailored wealth solutions



Our success is measured by how well we meet your needs

We take your Personal Economy personally. And to prove it, our Relationship Managers aren't incentivised on the products they sell. Instead, they are measured on how well they meet your needs and how happy you are with their Service.

- Comprehensive wealth solutions to support your needs across education, insurance protection, retirement, managing and growing wealth
- Your personal satisfaction is a priority. Our Relationship Managers' success is measured on how well they support your Personal Economy
- Digital solutions to help you easily access and manage your investments



Always there, wherever and whenever you need us

Your Personal Economy is always with you. So is HSBC Premier. With Internet and Mobile Banking platforms, you can now access our support and Services anytime from anywhere in the world.

- Instantaneous, fee-free international fund transfers² between your HSBC accounts through Global Transfer³
- International account opening before you arrive at your destination
- Emergency card replacement within 24 hours and emergency cash at any HSBC branch worldwide⁴
- Online Banking, giving you access to all your HSBC accounts globally



Preferential access to the best offers and Services

You've worked hard to build your Personal Economy, so you should have someone working just as hard to take care of it. So, we have developed a bespoke Service that lives up to your high standards. It begins with your own Relationship Manager but it also includes access to the HSBC Premier Mastercard® Credit Card with some of the prestigious features and benefits that it offers.

HSBC Premier Mastercard® Credit Card

We understand that experiences* add to life's richness. The HSBC Premier Mastercard® Credit Card⁵ is accepted at over 24 million merchant locations around the world. To be eligible for an HSBC Premier Mastercard® Credit Card you are required to maintain HSBC Premier relationship in India.

Delightful experiences on your HSBC Premier Mastercard® Credit Card:

Movie experiences:

- 50% cashback at PVR Cinemas up to ₹500 per month.
- BookMyShow vouchers worth ₹1000 per month on total monthly spends of ₹75,000 or more (Limited to vouchers worth ₹6000 per calendar year).

Dining experiences:

Enjoy pleasant dining experiences with up to 15% discount at over 700 restaurants in major cities.

Golfing experiences:

One year complimentary membership to Golf Card, that provides you discounted green fee and access to select premium golf courses in India and overseas.

International experiences:

- Access to 850 airport lounges in over 130 countries, with the complimentary LoungeKey membership, along with 2 complimentary lounge access in a year.
- Cashback of 1.5% (limited to ₹10,000 per calendar year) on international spends¹. The cashback will be applicable on completion of international spends of ₹3,00,000 and above in a calendar year and will be credited on a quarterly basis.
- HSBC Premier privileges, a unique programme of special offers, only for HSBC Premier Mastercard® Credit Card customers.

The programme provides access to a variety of travel, dining, shopping and entertainment offers with renowned brands from around the world, when paying for them with your HSBC Premier Mastercard® Credit Card. For full details on offers across the world, please visit www.privileges.hsbcpremier.com

Rewarding experiences:

- Earn 2 Reward Points on every ₹100 spent using your HSBC Premier Mastercard® Credit Card
- Enhanced conversion on JPMiles² with 2 JPMiles for 3 Reward Points.

¹International spends is defined as: Purchases at merchant locations outside India and online transactions on international websites.

²Redemption of JPMiles is subject to the customer being a JetPrivilege member.

*All the features and benefits listed above are subject to terms and conditions. For details on HSBC Premier section and for a whole range of offers on HSBC Premier Mastercard® Credit Card, please visit www.hsbcpremier.co.in

To be eligible for an HSBC Premier Mastercard® Credit Card, you are required to maintain an HSBC Premier relationship in India

Transact safely on your card:

- You will not be liable for any transaction made on the Credit Card after reporting loss/theft/misuse to HSBC. You are also eligible for lost card liability cover from ICICI Lombard General Insurance Company Limited for misuse of your HSBC Premier

Mastercard® Credit Card up to 24 hours before reporting and registering the loss of the card and 7 days after reporting the loss to HSBC for up to ₹3,00,000

- A worldwide safety net⁶ allows you to report your card lost vide a call connect on +1-314-275-6781.

The card shall be cancelled immediately and a replacement shall be arranged. You may also avail of emergency cash⁶ before you receive your new card. You are just one phone call away from our global emergency support scheme.

Your missing card will be reported lost immediately. We will arrange for hassle-free emergency encashment Services from your nearest HSBC branch or other designated outlets, and you will get a replacement card quickly.

All the above emergency Services apply for your card as well as for any other additional Card holder in your family

HSBC Premier Platinum Debit Card

- With the HSBC Premier Platinum Debit Card, you can access up to three of your accounts, your HSBC Premier Savings Account and 2 more additional current/savings accounts.
- Enjoy withdrawal limits of up to ₹2,50,000 per day on your HSBC Premier Platinum Debit Card (ATM limits are subject to demonetisation).

DISCLAIMERS:

¹HSBC currently offers investment products from third party entities registered and regulated in India.

Mutual fund investments are subject to market risks. Please read the Scheme Information Document (SID), Statement of Additional Information (SAI), Offer document, Key Information Memorandum (KIM) and addendums, as applicable, issued from time to time, carefully before investing.

HSBC does not distribute wealth management products to those persons who are either the residents or citizens of United States of America (USA), Canada, Australia or New Zealand.

²This Service is available in select countries and is subject to local regulations. In India, these Services are subject to applicable restrictions under the Foreign Exchange Management Act, 1999. Outward transfers from India using HSBC Premier Internet Banking Services are only permissible through NRE accounts.

³Global Transfers allow you to transfer money online between your eligible international HSBC accounts in Global View. HSBC Premier customers are not charged a processing fee to use this Service.

⁴Emergency Encashment Service is subject to local regulations. Terms and conditions apply.

A sum of up to USD 2000 can be borrowed and further amounts may be made available upon application and assessment by HSBC. Funds will only be provided in countries where HSBC is located and on submission of adequate identification (such as the passport, HSBC Premier Mastercard[®] Credit Card or HSBC Premier Platinum Debit Card) and subject to available balance in the account. This Service can only be availed by family members who are existing HSBC customers.

⁵Issuance of HSBC Premier Mastercard[®] Credit Card is subject to local regulations and is at the sole discretion of HSBC India. A waiver of joining fees and annual fees is available on your primary card as well as on any add-on cards. Other charges apply.

⁶Premier emergency services and the emergency hotline are operated by Mastercard[®] international and its appointed agent/third party Service provider. Terms and conditions apply.



Your Features

Wealth Management Services (WMS)¹

At HSBC Premier, it has been our constant endeavour to offer wealth management solutions that address your individual needs. In order to facilitate the same, our professionally trained and informed Relationship Manager will assist you with the Goal Planner, a financial planning tool to help you manage your financial needs. This tool offers you a comprehensive financial analysis, risk profiling and tailored wealth solutions.

Based on your specific investment needs, investment objectives and risk profile, our Relationship Manager will help you to develop a financial plan towards achieving your financial goals. We will also provide you with insightful global and local market information to help you take informed investment decisions.

Our wealth management solutions include a range of investment and insurance² products from trusted partners. We also offer access to seamless banking Services and a secure online platform to take care of your investments.

Investments

We currently offer investment options in Indian mutual funds¹ which may fulfill your requirements, thus helping you create and increase¹ your wealth potential in the long term. Some of the benefits of investing in mutual funds are:

- **New opportunities:** Fund Managers of mutual funds identify and enhance opportunities for your investments to grow with the help of critical information from leading economists and analysts.
- **Diversified risks:** Mutual funds help you to diversify your overall investment risk by spreading the investment across multiple asset classes.
- **Easy access to your money:** As most of the mutual funds can be bought and sold on any dealing day (which normally means weekdays), you can get easy access to your money at short notice.
- **Transparency:** The mutual fund sector is regulated to safeguard the investor's interests.

Insurance

We offer a range of life insurance products² from Canara HSBC Oriental Bank of Commerce Life Insurance Company (CHOICe) and general insurance products from Bharti AXA General Insurance Company (Bharti AXA) .

The life insurance product suite includes regular and single premium products whereas the general insurance product offering ranges from personal accident, motor insurance, travel insurance and others.

Demat Services

We offer you demat account Services to enable you to hold your securities such as equity shares, bonds, etc. in electronic form.

Fixed Deposits

When it comes to assured returns³, choosing the right type of savings scheme makes the difference. We have options for fixed deposits that you can choose from, such as ordinary/cumulative fixed deposits. Continue to earn interest on the fixed deposits by opting for a SmartMoney Account facility, and enjoying an overdraft of up to 90% on the deposit amount. You can pay interest only on the amount overdrawn, while you earn interest on 100% of your fixed deposit.

Support Services

Consolidated statements: To ensure that you get a holistic view of your portfolio, we provide you with a monthly consolidated statement, which details your holdings across fixed deposits, mutual funds and loans availed of, through HSBC.

WMS statements: In addition to the consolidated statement, you will also receive a monthly wealth management statement that details your investments in mutual fund schemes done through HSBC India.

Mortgage Products

Smart Home from HSBC

A Home Loan that enables you to save on interest payments and thereby reduce the tenure of the loan.

Benefits of Smart Home from HSBC

Your Smart Home loan is operated through a Smart Home account that acts as a current account with an overdraft limit equal to the amount of the loan disbursed. Your Smart Home account would be your loan account.

All you need to do is, put your savings in the Smart Home account and, depending on the savings you put in the Smart Home account, you can reduce the quantum of interest paid and thereby reduce the tenure of your loan.

The principal on which your loan interest is calculated is the principal outstanding minus the savings which you have deposited in your Smart Home account every month, over and above your Equated Monthly Instalment (EMI).

The example below shows how the potential reduction in interest amount payable works by depositing an additional amount of ₹19,500 in the Smart Home account over and above the applicable EMI over a period of 20 years.

Loan Details	Regular Home Loan	Smart Home
Loan amount (₹)	6,000,000	6,000,000
Interest Rate* (p.a.)	9.55%	10.05%
Original loan tenure (months)	240	240
EMI (₹)	56,124	58,870
Actual EMIs paid	240	125
Total interest (₹)	7,469,741	3,735,710
Savings on interest (₹)	-	3,734,031 (50%)

*Interest Rates are merely indicative, which can change from time to time depending on market conditions. The Interest Rate on your Floating Rate loan effective 1 April, 2016 is linked to HSBC's published 3 month Marginal Cost of Fund based Lending Rate (MCLR) and will be reset on a three monthly basis. The 3 month MCLR is published by the Bank at the beginning of every month, which will be the benchmark rate for loans that are disbursed in that month.

The floating rate of interest on all the loans disbursed by the bank will be reset at an interval of 3 months from the month of loan disbursement. It will be reset against the 3 month MCLR published by the Bank in the month of reset. The reset will be done by the 7th calendar day of the month.

A revision in the applicable rate of interest will lead to a revision in the Equated Monthly Instalment (EMI) or the loan tenure at the Bank's discretion. The revised loan Interest Rate will be notified to you by SMS, or e-mail or letter as per the Bank's prevailing policy; however, SMS will be the preferred mode.

Though the current benchmark rate applicable to your loan is the 3 month MCLR, the bank reserves the right to change the benchmark rate to a different maturity MCLR, with due notice to you. The applicable rate of interest on your loan is the 3 month MCLR plus the margin (spread). The margin charged to you will not be increased throughout the tenure of the loan, except on account of deterioration in the credit risk profile of the borrower. For more details please visit www.hsbc.co.in

All loans are subject to terms and conditions and are at the sole discretion of the Hongkong and Shanghai Banking Corporation Limited, India (HSBC). Loans, available for applicants and properties in and around the city limits of Ahmedabad, Bengaluru, Chandigarh, Chennai, Hyderabad, Kolkata, Jaipur, Mumbai, New Delhi (NCR) and Pune are subject to change from time to time. We do not fund under-construction property in Kolkata.

Note: These tables are based on interest rates which are subject to change and which may not apply to your loan. The computation in this document is based on simulated figures and a number of underlying assumptions.

Home Loan from HSBC

Living under one's own roof gives eternal happiness and a sense of security. We make it easier for you to realise your dream with our Home Loans.

- Loans are available to Resident Indians for ready properties, select under-construction properties approved by HSBC, purchase of plot of land, self-construction and home improvement.
- Maximum loan tenure of 30 years for salaried applicants and 25 years for self-employed applicants.

Purpose	Sourcing City	Min. Loan Amount (Home Loan)	Min. Loan Amount (Smart Home)	Max. Loan Amount
Purchase of ready and under-construction property	Mumbai, New Delhi (NCR)	₹3,00,000	₹5,00,000	Up to ₹150,000,000
	Bengaluru, Chennai, Pune, Ahmedabad, Chandigarh, Jaipur, Hyderabad, Kolkata*	₹3,00,000	₹5,00,000	Up to ₹100,000,000

*In Kolkata, sourcing is limited to ready property only.

Loan Against Property (LAP) from HSBC

With LAP from HSBC, you can raise funds against your residential property for business and general needs.

Purpose	Sourcing City	Min. Loan Amount (Home Loan)	Min. Loan Amount (Smart Home)	Max. Loan Amount
Loan against property	Mumbai, New Delhi (NCR)	₹3,00,000	₹5,00,000	Up to ₹150,000,000
	Bengaluru, Chennai, Pune, Ahmedabad, Chandigarh, Jaipur, Hyderabad, Kolkata	₹3,00,000	₹5,00,000	Up to ₹100,000,000

Personal Loans⁴

When expenses arise, like your child's marriage, furnishing your home, higher education for your children, or a family holiday, you can turn to Personal Loans from HSBC.

- The maximum loan amount that can be availed of under Personal Loan is ₹30,00,000
- Preferential pricing
- No guarantor required
- Flexible tenure of 6 to 60 months
Our current interest rate ranges from 10.99% p.a. to 11.95% p.a. Processing fee up to 0.5% of the disbursed loan amount. Prepayment charge is up to 3.75% of the principal outstanding.

Special Offer on Personal Loans[^]

We have designed a Special Offer for Premier customers which can be availed to fulfil short-term financial needs.

- Interest Rate starting @ 10.99%^{^^}
- Loan amount ranging between ₹10,00,000 - 30,00,000
- Processing fee @ 0.5%
- Flexible tenure options offered between 6 -18 months
- Foreclosure charges @ 3.75% (No foreclosure option for loans at 6 months tenure)

[^]The loan amount may vary, subject to credit and other internal guidelines of HSBC India. All loans are at the sole discretion of the Hongkong and Shanghai Banking Corporation Limited, India (HSBC India). Personal Loans from HSBC are available in the cities of Ahmedabad, Bengaluru, Chandigarh, Chennai, Cochin,

Coimbatore, Delhi, Hyderabad, Jaipur, Kolkata, Mumbai and Pune only, and are subject to change from time to time. ^{^^}The Interest Rate starting at 10.99% p.a. will be applicable only to resident customers holding HSBC Premier accounts.

Multi Channel Access

Global network of HSBC Premier centres

- **Local support and recognition, both at home and abroad:** Whether you are in India or travelling, you can enjoy privileged access to HSBC's banking Services, when you visit any of HSBC's international Premier centres. Simply present your HSBC Premier Mastercard[®] Credit Card/Visa Platinum Debit Card at international Premier centres around the world to receive a warm welcome and exclusive lounge facilities. For locations of HSBC Premier centres in India, please visit www.hsbcpremier.co.in for the updated list.
- **Provision of local knowledge and travel tips:** HSBC's Premier centres worldwide are a valuable resource of local knowledge whenever you travel. You could talk to the HSBC Premier staff in the country that you are visiting to find out more about local places to eat, hotspots to visit and things to do. Tap into our local knowledge to make your trip more interesting and rewarding.

- **24-hour HSBC Premier PhoneBanking Services:** Enjoy the convenience of our simple, easy-to-use, PhoneBanking Services. With us, your banking needs are well taken care of, 24 hours a day, 7 days a week. Post registration and setting up of a transfer limit, you can check your account balances and transfer funds between your sole-named/joint accounts (subject to the joint account signature mandate being either or survivor), or make payments to registered HSBC and third party accounts.
- **Internet Banking Service:** Through HSBC India's Personal Internet Banking (PIB), you can handle your personal finances at your own time and in the privacy of your home or office. HSBC India's Personal Internet Banking (PIB) allows you to make bill payments and fund transfers within accounts in HSBC and other banks in India. With HSBC's PIB, we ensure that your online transactions are safe and secure. We use industry standard security technology and practices to safeguard your account from any unauthorised access

- **Mobile Banking Facility:** HSBC has developed a convenient and efficient way to help you to take care of your banking needs on the move. So now, whether you are shopping, dining or travelling, you can bank with us from wherever you are.
- **Key features:** Mobile Banking allows you to perform various information transactions, transfers and payment transactions.

Information Transactions

- Balance Enquiry
- Transaction History
- Global View
- Exchange and Deposit Rates
- Home and Away Privilege Programme Offers
- Secure Message box to send and receive messages from the Bank
- Product and Services

Transfers

- Fund Transfer within HSBC accounts
- Interbank Transfers (NEFT/RTGS)
- Fixed Deposits
- Bill Payment
You can access HSBC Mobile Banking on iPhone and Android smartphones and tablets

Global View and Global Transfers⁵

- On signing up for International/ Global Service through the Premier Consent Declaration, HSBC Premier customers in India can access the Global View function that lets you view and manage your HSBC accounts held in different countries and territories conveniently, in one place and with a single login. You can also launch personal Internet Banking from Global View for accounts located in other countries or territories, once these accounts are linked on Global View.
- As an HSBC Premier customer, you can transfer funds via HSBC India's Internet Banking between your HSBC accounts held overseas through Global Transfer. Please note all foreign currency transactions through HSBC India are subject to applicable taxes. Please visit www.hsbcpremier.co.in/worldwide assistance for details. Please note that outward transfers to overseas accounts from India using HSBC Internet Banking Services are only permissible through Non-Resident External (NRE) accounts.

Transfer Credit History

Credit history transfer in countries or locations where HSBC Premier is offered:

To ensure that your move is as smooth as possible, we can transfer your credit history from your originating country to facilitate access to similar levels of credit with HSBC in the overseas country. Credit history will be transferred subject to local regulations. HSBC Premier Mastercard[®] Credit Card and other credit facilities will be granted subject to overall satisfactory account performance, availability of products overseas and the local regulations and discretion of the Bank in overseas country.

HSBC Premier also extends the following privileges to your children:

- Assistance towards setting up your child's HSBC Premier Bank Account overseas subject to meeting the required documentation criteria towards the opening of account as per the prescribed overseas guidelines⁶.
- With HSBC Premier's International Services, your child will also benefit from local support provided by the international Premier centre to help him/her with local country knowledge and guidance, assisting your child to settle down with ease.

Emergency encashment Services

We understand that accidents can happen, so we provide hassle-free encashment Services to you and your family, should such an emergency arise. You can visit any one of the overseas HSBC branches to avail of emergency encashment Services. With emergency encashment Service, a sum of up to USD 2000 can be borrowed and further amounts may be made available upon application and assessment by HSBC India. Funds will only be provided in countries where HSBC is located and on submission of adequate identification (such as passport, HSBC Premier Mastercard[®] Credit Card or HSBC Premier Visa Platinum Debit Card) and subject to available balance in the account. This service can only be availed by family members who are existing HSBC customers. Emergency encashment Service is subject to local regulations, terms and conditions.

Disclaimers:

¹HSBC currently offers investment products from third party entities registered and regulated in India. Mutual fund investments are subject to market risks. Please read the Scheme Information Document (SID), Statement of Additional Information (SAI), offer document, Key Information Memorandum (KIM) and addendums, as applicable, issued from time to time, carefully before investing. HSBC does not distribute wealth management products to those persons who are either the residents or citizens of United States of America (USA), Canada, Australia or New Zealand.

²Insurance is the subject matter of solicitation. HSBC India having its registered office at 52/60, M. G. Road, Fort, Mumbai - 400 001, is the Corporate Agent (Registration No.: CA0016) of Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited (CHOICE) and Bharti AXA General Insurance Company (BAGI). HSBC India does not underwrite the risk or act as an insurer. For more details on risk factors, terms and conditions, please read the sales brochure carefully, before concluding a sale. Purchase of any insurance products by a bank's customer is purely voluntary and is not linked to avilment of any other facility from the Bank. The contract of insurance is between the insurer and the insured and not between the bank and the insured. For more details on risk factors, terms and condition please read the sales brochure carefully before concluding a sale.

³All commercial banks including branches of foreign banks functioning in India, local area banks and regional rural banks are insured by the Deposit Insurance and Credit Guarantee Corporation (DICGC). It insures all deposits (such as savings, fixed, current, recurring, etc.) except the following types of deposits -

- (i) Deposits of foreign governments
- (ii) Deposits of Central/State Governments
- (iii) Inter-bank deposits
- (iv) Deposits of the State Land Development Banks with the State co-operative bank
- (v) Any amount due on account of and deposit received outside India
- (vi) Any amount, which has been specifically exempted by the corporation with the previous approval of Reserve Bank of India. Each depositor in a bank is insured up to a maximum of ₹1,00,000 (Rupees One Lakh) for both principal and interest amount held by him in the same right and same capacity as on the date of liquidation/cancellation of bank's licence or the date on which the scheme of amalgamation/merger /reconstruction comes into force.

⁴All loans at the sole discretion of The Hongkong and Shanghai Banking Corporation Limited, India (HSBC). Personal Loans are available in the cities of Mumbai, Delhi, Pune, Kolkata, Bengaluru, Hyderabad, Ahmedabad, Jaipur, Chandigarh, Chennai, Coimbatore and Cochin only and are subject to change from time to time.

⁵Global View and Global Transfer Service are international Services for HSBC Premier and are available to customers upon signing up for the Premier Customer Declaration/Consent Form and is available in select countries and is subject to local regulations. In India, these Services are subject to applicable restrictions under the Foreign Exchange Management Act, 1999 (FEMA). Outward transfers from India using HSBC Premier Internet Banking Services are only permissible through NRE accounts. Please ensure that usage is in accordance with the relevant Exchange Control Regulations issued and amended by Reserve Bank of India from time to time and adheres to the provisions under the FEMA.

⁶Applicable in countries or locations where HSBC Premier is offered. Please refer to www.hsbc.premier.co.in for complete country list.

HSBC's International Banking Centre (IBC) provides assistance towards opening of HSBC Account overseas where HSBC Premier is offered. Opening of such accounts will be at the sole discretion of the overseas HSBC entity and will be subject to local terms and conditions of the country where the account will be opened. HSBC India will neither be responsible nor shall be held liable for any rejection of the application for opening of account.

Eligibility Criteria⁺ and Applicable Charges

- **HSBC Premier Total Relationship Balance (TRB)¹ criterion:** Maintain a quarterly Total Relationship Balance (TRB) of ₹4,000,000 (Rupees forty lakh only); OR
- **HSBC Premier Mortgage criterion²:** Have a mortgage relationship with disbursement of ₹11,500,000 (Rupees One crore fifteen lakh only) or more, with HSBC India; OR
- **HSBC Premier Corporate Employee Programme (CEP) criterion³:** Hold a corporate salary account under our HSBC's Corporate Employee Programme (CEP) in India with a net monthly salary credit of ₹300,000 (Rupees three lakh only) or more into the account.

¹HSBC Premier customers in India are required to meet the Total Relationship Balance (TRB) criteria of ₹4,000,000 (Rupees Forty Lakhs only) quarterly.

The TRB will be calculated based on the following:

- Average quarterly balance held in your HSBC Savings/Current Account(s).
- Average quarterly balance held in your HSBC Fixed Deposits.
- Investments* market value or net purchase value, whichever is higher as on the last day of every calendar quarter.

- Life-to-date (total) paid-up life insurance** premium for policies in force as on the last day of every calendar quarter.
- Market value of demat holdings in the depository account held with HSBC India as on the last day of every calendar quarter.

The above can also include balances maintained by your family members[#] in their HSBC Premier Accounts, subject to the accounts being categorized as part of a single relationship^{##}.

Premier customers meeting premier eligibility as above⁺ can add their parents who then can avail Premier benefits as part of the single Premier family relationship.

If you are an eligible HSBC Premier customer in any other country[§], you are entitled to receive HSBC Premier Services in India and you need not maintain the quarterly TRB with us. If we observe that the eligibility criterion is not maintained consistently, the Bank may be constrained to reclassify your HSBC Premier account to an alternate offering. You will receive further communication and due notice prior to any such account reclassification.

^{*}The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India) currently offers investment products from third party entities registered and regulated in India. Investments are subject to prevailing market conditions/external

factors. Mutual Funds are subject to market risks. Please read the Statement of Additional Information (SAI)/Key Information Memorandum (KIM)/Scheme Information Document (SID) and addendums carefully before investing.

**Insurance is the subject matter of solicitation. HSBC India, having its registered office at 52/60, M. G. Road, Fort, Mumbai - 400 001, is the Corporate Agent (Registration No.: CA0016) of Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited (CHOICE) and Bharti AXA General Insurance Company (BAGI). HSBC India does not underwrite the risk or act as an insurer. For more details on risk factors, terms and conditions, please read the sales brochure carefully, before concluding a sale. Purchase of any insurance products by a bank's customer is purely voluntary and is not linked to availment of any other facility from the Bank. The contract of insurance is between the insurer and the insured and not between the Bank and the insured. For more details on risk factors, terms and condition, please read the sales brochure carefully before concluding a sale.

#'Family members' in HSBC Premier is defined as any of the following relatives: spouse, partners, and any dependents; children with legal guardianship of eligible HSBC Premier customers.

##In case of delinking of any individual account/s from the HSBC Premier relationship, the delinked account(s) will be classified as individual account(s)

relationship and the quarterly Premier TRB will need to be met.

[§]Applicable in countries or locations where HSBC Premier is offered. Please refer to www.hsbc.co.in for the complete list of such countries. To enjoy these benefits, you are required to fulfil the eligibility requirements of HSBC Premier on a continuing basis.

^²Mortgage eligibility for Premier proposition is based on home loan value of greater than or equal to ₹ 1.15 crores (Rupees one crore fifteen lakh only). The waiver on balance based charges related to non-maintenance of TRB will be valid for the life of the mortgage relationship with HSBC India. Pursuant to the termination of mortgage relationship, you will need to maintain the applicable Premier TRB eligibility.

^³If you do not receive a salary credit/receive a salary credit of an amount lower than ₹300,000 (Rupees three lakh only), we will reclassify your account to an alternate offering after providing due notice.

Quarterly Service Charges:

HSBC Premier Customers who do not meet the Premier Mortgage criteria or Premier CEP criteria will need to maintain the applicable Premier TRB criteria.

If the TRB criteria is not met for a particular quarter, we will levy a quarterly Service charge of 0.2% on the shortfall in

the TRB, up to a maximum of ₹ 2,000 (Plus applicable taxes^{§§}).

When you do not meet the minimum TRB for a particular quarter, we will notify you in the following quarter and request you to build the TRB by the quarter.

- If you build the requisite TRB in the next quarter, we will not levy the Service charges.
- However, if you do not build the TRB for two consecutive quarters, we will levy the Service charge on the lower of the TRB shortfall between these two quarters.

(Note that the above mentioned Service charges will not be applicable for Premier customers who hold a corporate salary account with HSBC.)

^{§§}Please note that based on Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/Union Territory GST or Inter-State GST, as applicable, would apply on our fees and charges with effect from 1 July, 2017.

Reclassification: If we observe that the above eligibility criterion is not maintained consistently, the Bank may be constrained to reclassify your HSBC Premier account to an alternate offering. You will receive further communication and due notice prior to any such account reclassification.

HSBC Premier Service Guide, Fees and Terms and Conditions

HSBC Premier Service Charges and Fees

Regular Services	Service charges/fees
Balance enquiry at HSBC branches and ATMs in India	Free
Cash deposit/withdrawal at branch	Free
Balance certificate	Free
Interest certificate	Free
Account closure	Free
Photo and address attestation	Free
Signature attestation	Free
Stop payment charges	Free
Duplicate TDS certificate issuance	Free
Certificate of cheque issuance	Free
Collect at branch deliverables	Free
Account not operated for more than 2 years	Free
Conversion from joint account to sole account OR sole account to joint account	Free
Standing instructions set-up for transfers between HSBC Accounts in India	Free
First time issuance and replacement of Security Device - One Time Password (OTP) (including urgent replacement at branch)	Free
Personalised at-par-cheque facility	Free
Re-order of cheque book (including urgent issuance at branch)	Free
Quarterly Service Charge for not meeting the TRB	0.2% on lower of the TRB shortfalls in 2 consecutive quarters (max ₹2,000 excluding)
Monthly account statement	Free
Issue of duplicate account statement	Free
Monthly e-statement	Free
Statement returned undelivered - Annual fees	Free

Cheque collection/return	Service charges/fees
Local cheque	Free
Outstation cheque collection for savings/current accounts	Free
Service charges for cheque collection under speed clearing for savings account	Free
Cheque return – Outward and inward insufficient funds and technical reasons (per instrument)	₹275 (₹140 for senior citizens)

Global Services	Service charges/fees
Emergency encashment	Free

PhoneBanking	Service charges/fees
Stop payment	Free
Request for duplicate statement	Free
Direct access to PhoneBanking Service executives	Free
Re-issue of PhoneBanking PIN	Free

Internet Banking	Service charges/fees
Stop payment	Free
Request for duplicate statement	Free
Re-issue of Internet Banking user ID and password	Free

RTGS– Real Time Gross Settlement, which can be defined as the continuous (real-time) settlement of funds transfer individually on an order-by-order basis.

NEFT – National Electronic Funds Transfer is an electronic funds transfer system that operates on a Deferred Net Settlement (DNS) basis which settles transactions in batches.

Remittance facilities through HSBC	Service charges/fees
Pay order issue	Free
Pay order - cancellation	₹100 (₹50 for senior citizens)
Pay order - duplicate	₹100 (₹50 for senior citizens)
Inter-branch transfers across HSBC Accounts in India	Free

Remittance facilities through other banks	Service charges/fees
Demand draft - issue	Free
Demand draft cancellation or duplicate issuance for both payable at our branches and non-branch location	Free
Cashier Orders/Demand Drafts placed through Internet and PhoneBanking	Free
¹⁶ NEFT charges - outward	Free [@] with effect from 1 April, 2013
¹⁶ Outward RTGS transfers	Free [@] with effect from 1 April, 2013
ECS return ^{###}	₹275 (₹140 for senior citizens)

Disclaimers:

^{###}Charges applicable w.e.f. 10 November, 2008.

¹⁶This facility requires separate registration.

[@]Subject to Internet Banking limits as designated on customer's HSBC account. On registering for Internet Banking Service, the customer will need to set up his third party pre-designated and non-designated transfer limits. Pre-designated limits and non-designated limits can be set up to ₹15,00,000 per customer per day. Customers are requested to visit nearest HSBC branch for executing outward RTGS/NEFT transactions above ₹15,00,000.

Foreign exchange transactions	Service charges/fees
Telegraphic Transfers (TT) and Foreign Currency Demand Drafts	
Foreign Currency Telegraphic Transfers (other than FCNR accounts)	0.3% of value (Min. ₹100, Max. ₹1500) + cable charge of ₹200
Foreign Currency Demand Drafts (other than FCNR accounts)	0.3% of value (Min. ₹100, Max. ₹1500)
Issue of duplicate instrument	Free
Cancellation	₹200
Telegraphic Transfer - Inward Processing Fee	Free
Foreign Currency Cheques	
Foreign Currency Cheques sent for collection outside India	Free
Global Transfers	
Global Transfer	Free

HSBC Premier Platinum Debit Card

Services	Service charges/fees
Membership fee	Free
Annual fee/renewal fee/ replacement fee^^ (India/overseas)	Free
HSBC ATM cash withdrawal^^ (India/overseas)	Free
Non-HSBC Visa ATM cash withdrawal (India)	Free
Non-HSBC ATM cash withdrawal**** (outside India)	₹120 per transaction
Balance enquiry at any HSBC ATM^^ (India/overseas)	Free
Balance enquiry at any non-HSBC Visa ATM (India)	Free
Balance enquiry at non-HSBC ATM**** (outside India)	₹15 per enquiry

Services	Service charges/fees
Duplicate issuance of PIN	Free
Charge slip retrieval/charge back processing fee	₹225
ATM cash withdrawal limit/purchase transaction limit (to accounts linked to or not linked to card) per day (ATM limits are subject to demonetisation)	₹2,50,000
Transfer limit (to accounts linked to or not linked to card) per day (ATM limits are subject to demonetisation)	₹1,50,000
Monthly account statement	Free
Transactions declined due to insufficient funds at an ATM	Free
Currency conversion mark-up (valid for international transactions)	3.5% of INR value of the transaction
Per transaction limit for cash withdrawal at non-HSBC ATMs in India	₹10,000

Disclaimers:

^^HSBC NRO Premier Debit Card can be used only in India.

****Not applicable to NRO cards.

Please note: Use of Debit Card at petrol pumps will attract a surcharge of 2.5% of the purchase value or ₹10 (whichever is higher). Some banks may levy an access fee for use of their ATMs abroad, which is over and above the ATM cash withdrawal charge levied by HSBC.

HSBC Premier Mastercard® Credit Card

Services	Service charges and fees
Membership fee	Free
Annual fee	Free
Renewal charges	Free
Credit Card replacement fee (within and outside India)	₹100
Interest charges	2.49% per month (29.8% extended credit per annum) computed from the date of transaction
Late payment charges	50% of minimum payment due subject to a minimum of ₹400 and maximum of ₹750 per month
Transaction fee for cash advances against your Credit Card account at branches and ATMs	2.5% of the transaction (subject to minimum of ₹300)
Overlimit fee	₹500 per month
Currency conversion charge for foreign currency transactions	3.5%

HSBC Premier ATM Card

Services	Service charges and fees
Membership fee	Free
Annual fee	Free
Renewal charges	Free
Card replacement fee	Free
PIN replacement	Free
HSBC ATM cash withdrawal in India	Free

Note:

- A senior citizen is defined as a person above the age of 60 years
- Charges applicable per request, per account and per instrument
- Taxes^{ss} will be applicable on the charges mentioned above as per the prevalent rates
- Tariff structure is subject to change from time to time at the sole discretion of HSBC India. HSBC India shall provide one month's notice prior to the revised charges being levied/becoming effective
- Out-of-pocket expenses for various Services will be recovered as applicable for all charges under intimation to the customer, unless specified
- 'Collect at Branch' deliverables include following items which can be collected from HSBC India branches: Account statements, Debit Card, Welcome Kit, Demand Draft, Debit Card PIN, Credit Card PIN, PhoneBanking PIN, and Cheque book
- The Bank will charge a cross currency conversion mark-up of 3.5% of the INR value of the transaction (excluding applicable taxes^{ss}) on all international transactions (ATM and Point of Sale) done through HSBC Premier Debit Card and HSBC Premier Platinum Debit Card
- Use of Debit Card at petrol pumps would invite a surcharge of 2.5% of the purchase value or ₹10 (whichever is higher)
- In order to avail of home banking facility, kindly contact your nearest HSBC branch for details
- HSBC NRO Premier Debit Cards cannot be used overseas and hence, its usage is restricted to India
- Service charges will be recovered from the linked HSBC Premier Savings Account in the subsequent calendar month

^{ss}Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/Union Territory GST or Inter-State GST, as applicable, would apply on our fees and charges with effect from 01 July, 2017.

Rates, commissions and charges in this tariff are not exhaustive. The Bank reserves the right to amend the current tariff after providing a 30-day notice to customers. This is an abridged version. If you require a Service for which a charge/fee is not outlined here, please contact your branch or call us or refer to the complete schedule of charges as given on our website www.hsbc.co.in.

HSBC India Premier Account (Resident) Terms and Conditions

The customer agrees to be bound by the following terms and conditions:

1. Interpretation

1.1 Terms and expressions used herein (including the appendices), unless the context otherwise requires, have the meanings set out in section titled 'Definitions'

1.2 Unless the context otherwise requires, any reference in these terms and conditions to:

(a) These terms and conditions or any other agreement or document shall be construed as a reference to the same as amended, varied or supplemented from time to time;

(b) A statute shall be construed as a reference to the same as amended or re-enacted from time to time

2. Services

2.1 The customer may, subject to such procedures (including 'Know Your Customer' or KYC procedures, which shall entail identification of the customer and verifying his/her/its identity by using reliable, independent source documents, data or information) as the Bank may specify from time to time, utilise any one or more of the Services or open any one or more accounts at any time by issuing an instruction in such form as may be acceptable to the Bank

2.2 Unless otherwise specified by the Bank, all Services are provided by The Hongkong and Shanghai Banking Corporation Limited in India. Similarly, unless otherwise specified, all accounts, whether savings, current or fixed deposits or any other accounts whatsoever, whether offered to residents or non-residents, whether offered in INR or foreign currency, are with the Bank and are payable only at the branch where such deposits are made. Where any Services are to be provided by or maintained with any third party, the customer may be required to accept specific terms and conditions and the provisions of any mandate(s) applicable thereto as required by the third party

2.3 The Bank reserves the right to reject any application for any Service with intimation to that effect

2.4 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 (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

2.5 The Bank reserves the right to, at any time and from time to time, with notice or intimation, cancel, withdraw, suspend, vary, change, add to, supplement or otherwise any one or more of the Services

2.6 For certain Services such as investment Services, sale of insurance products, loans, etc. the Bank may have other terms and conditions which will be as specified upon the customer opting for such Services and such terms and conditions shall be in addition to and not in derogation to these terms and conditions, in the event of any conflict between these terms and conditions and those provided with the specified Services, the terms and conditions of the specified Services shall prevail. In addition to the applicable terms and conditions, all Services shall be governed by the prevalent laws, guidelines issued by the RBI, IRDA or any statutory/ regulatory bodies, industry standards adopted by the Bank as well as banking practices prevalent in India

3. Bank-customer relationship

3.1 The relationship between the Bank and the customer is basically that of debtor and creditor. However, other relationships may arise, such as bailor and bailee, when items are held in safe custody according to the Services provided

3.2 The customer confirms that the customer is acting as principal in relation to the Services and the account(s)

3.3 Customer identification number: The Bank allocates a unique customer number to each customer called as customer ID (identification) number and the customer is requested to quote this number for every additional account opened with any branch of the Bank

4. Tier

4.1 The Bank may from time to time designate one or more tier(s) with different features, which may include enhanced Services, preferential terms, and/or special promotions on other accounts. The Bank may allocate (but without any obligations to do so) a tier to a customer holding an account either at the request of the customer or at the Bank's sole discretion. Where the Bank allocates a tier to a customer, the Bank may at any time and from time to time vary or entirely withdraw the tier, again, either at the request of the customer or at the Bank's sole discretion. The allocation or withdrawal of a tier to or from a customer or the variation of a tier so allocated, whether at the request of a customer or at the Bank's sole discretion, will be made by reference to predesignated criteria, subject always to the final decision of the Bank. These criteria may include, without limitation, the value of assets deposited by the customer with the Bank and/or the amount of credit facilities granted by the Bank to the customer from time to time and are subject to changes at the Bank's decision. The most updated criteria and other details concerning the tiers are available from the Bank upon request

4.2 The features which may be made available, and the fees and charges which may be imposed, by the Bank in relation to the account may vary by reference to the tier and, within the same tier, may vary by reference to whether the customer continues to satisfy the prevailing criteria for that tier. The Bank is also entitled to vary the features within each tier at any time and from time to time

4.3 Each tier may have a set of criteria and/or condition that the customer has to fulfil so as to maintain in that tier and/or to enjoy the features in that tier. Each feature may also have certain terms and conditions governing the customer's use and enjoyment of that feature. Without prejudice to clauses 4.1 and 4.2, following an allocation or variation of a tier, it shall be the customer's sole responsibility to ensure that all the prevailing criteria for maintaining that tier and/or the terms and conditions for enjoying the features in that tier are fully satisfied and/or observed. The fulfillment of all prevailing criteria in respect to a tier, or the failure to do so, by a customer, however, will not in any way affect or prejudice the Bank's overriding right in allocating, varying or withdrawing a tier

4.4 Whether the Bank exercises its discretion to allocate, vary or withdraw a tier, it will notify the customer of the same using such means as it shall deem reasonable. All the features that the customer enjoys will automatically be granted, terminated or otherwise adjusted, unless the Bank shall at its sole discretion decide otherwise and the Bank is not obliged to provide any further notice in connection therewith

4.5 Following a variation of the tier allocated to a customer, the applicable provisions of these terms and conditions and other terms and conditions governing the use of any features terminated as a result of the variation of the tier shall continue to bind the customer, until all obligations and liabilities owned by the customer to the Bank with respect to such features have been fully repaid and satisfied. All applicable provisions of these terms and conditions and other terms and conditions governing the use of any new or additional features that the customer shall enjoy as a result of the variation of the tier shall immediately become binding on the customer

4.6 The Bank cannot be and shall not be held liable or responsible for any loss incurred by or inconvenience to a customer as a result of any allocation or withdrawal of a tier to or from a customer or any variation of the tier so allocated and this shall include, without limitation, any loss incurred by or inconvenience to a customer as a result of any granting, termination or adjustment of any features in connection therewith

4.7 Any card or identification issued by the Bank to a customer to reflect the tier allocated to the customer (if applicable) is to facilitate identification of the customer's tier only. The Bank's records shall be conclusive as to the tier allocated to the customer at any time except for manifest error

4.8 The withdrawal of a tier shall not in itself affect the use or operation of the account(s), unless the Bank shall specify otherwise

5. Customer's information

5.1 For all resident customers, upon successful opening of HSBC Premier Account, the Bank will send a welcome pack containing the welcome letter, personalised cheque book and Debit Card (if applied for one). An e-version of the HSBC Premier welcome pack will be sent to your e-mail ID registered with the Bank. If your e-mail

ID is not registered with the Bank, you will receive a paper version of the same at the correspondence address registered with the Bank. In case you wish to receive paper version of the HSBC Premier welcome pack (irrespective of registering your e-mail ID) you can also place a request for the same through HSBC Premier PhoneBanking

5.2 To enable the Bank to consider whether to provide the customer with any Service, the customer is required to supply personal data to the Bank from time to time and failure to do so may result in the Bank's inability to provide such Service

5.3 The personal data will be used for considering the customer's request and subject to the Bank's agreeing to provide such Service, the personal data and all other details and information relating to the customer's transactions or dealings with the Bank will be used in connection with the provision of such Service to the customer. The Bank may need to share or transfer the customer's data or information to any Service provider, whether located in India or overseas and whether an HSBC Group entity or a third party, which provides outsourced Services to the Bank in connection with the operation of the Bank's business, in accordance with the applicable guidelines of the Reserve Bank of India (RBI). The Bank will also use, store, disclose, transfer (whether within or outside India), obtain and/or exchange such personal data and such other details and information to, from or with all such persons, as the Bank may consider necessary (including without limitation any member of the HSBC Group or any Service provider) for any and all purposes:

(a) in connection with matching for whatever purpose (whether or not with a view to taking any adverse action against the customer), any such personal data with other personal data in the Bank's possession;

(b) in connection with the provision of banker's reference about the customer to other financial institutions or other parties;

(c) in connection with conducting checks with any credit reference agency or other persons (including without limitation upon, an application of any credit facility or upon periodic review of such facility);

The Bank acknowledges and agrees that any such sharing or transfer of customer data or

information will be on a confidential basis and the Bank will impose on the Service provider confidentiality undertakings similar to those applicable to the Bank. However, the Bank or such Service providers, whether located in India or overseas, may disclose information, if required or permitted by any law, rule or regulation or at the request of any public or regulatory authority or if such disclosure is required for the purposes of preventing fraud

5.4 If the personal data includes information or data of any third party, the customer confirms and warrants that the customer has obtained consent of such third party to the provision of such information or data to the Bank for the foregoing purposes and for disclosure to such persons as stipulated above

6. Bank's right of lien and set-off

6.1 Without prejudice and in addition to any general lien, right of set-off or other right by way of security which the Bank may have on any account whatsoever, the customer agrees that the Bank may at any time and without prior notice:

(a) apply (even if such application requires breaking of any deposit, before its maturity date) any monies held in any currency to the credit of any account in the name of the customer, whether held singly or jointly with other persons, (the said 'monies') against any indebtedness of any type, whether actual, contingent, present or future and whether owed by the customer solely or jointly with any other person (the said 'indebtedness'); and/or

(b) refuse to repay, when demanded or when the same falls due, any of the said monies to the customer if and to the extent that the said indebtedness at the relevant time is equal to or exceeds the said monies at that time

6.2 The Bank's rights under para 6.1 shall not be affected by the customer's death or legal incapacity

7. Joint accounts

Individuals may hold a joint account that can be operated either jointly or severally as agreed with the Bank and this will also hold for survivors. If the customer comprises more than one individual:

(a) each of them shall be jointly and severally

liable for obligations and liabilities of the customer hereunder;

(b) the Bank is authorised to honour and comply with all cheques, promissory notes, orders, bills, directions or receipts, which are signed in accordance with the signing instructions registered on the account, whether the related account be in credit or overdrawn, and to comply with all instructions or such other directions given for or in connection with the account and to accept and act upon all receipts for monies deposited with or owing by the Bank on the account;

(c) the authorisation in (b) above may be revoked (i) in writing by any of such persons or (ii) upon the mental incapacity of any of such persons;

(d) any advance to the customer by way of overdraft or in any manner howsoever, with or without security can be made at the request of any of such persons;

(e) acceptance of any terms and conditions governing any Services rendered by the Bank with respect to the account by any one of such persons will be deemed acceptance by each and all of them and accordingly, such terms and conditions will be binding on each and all of such persons;

(f) on the death of any of such persons, the Bank will hold any credit balance on the account to the order of the survivor(s), without prejudice, however, to any right which the Bank may have arising out of any lien, mortgage, charge, pledge, set-off, counter-claim or otherwise whatsoever, and the customer agrees to indemnify the Bank with respect to any claim which may be made against the Bank as a result of complying with the survivor(s)' request and authorisation;

(g) each of them shall be bound by these terms and conditions even though:

(i) any other person or any person intended to be bound hereby is not

or

(ii) these terms and conditions may be invalid or unenforceable against any one or more of such persons by reason of fraud, forgery or otherwise (whether or not the deficiency is known to the Bank);

(h) the Bank shall be entitled to deal separately with any one of them on any matter including:

(i) the variation or discharge of any liability to any extent or

(ii) items payable to any of such persons may be credited to the account;

(iii) the granting of time or other indulgence to or making other arrangements with any such person without prejudicing or affecting the Bank's rights, powers and remedies against any other such persons;

(i) any notice hereunder to any one such person will be deemed effective notification to all such persons; and

(j) any change in the signing instructions will be required to be authorised by all joint account holders;

(k) words herein denoting the singular only will be deemed to include the plural

8. Foreign currency accounts for residents

Foreign currency accounts for residents are subject to the FEMA, as amended from time to time, and are available to persons who fulfil the definition of resident under FEMA. The conduct of these accounts should be strictly in accordance with the provisions of FEMA, which the customer should fully understand before opening and/or operating such accounts

9. Savings account

9.1 Savings account may be opened by individuals. Balances in savings account may be withdrawn on demand, either by cheque or any other means provided by the Bank

9.2 With effect from 1st April, 2010, interest on the savings bank accounts will be calculated on daily product basis. The interest will be credited to your account on a quarterly basis as per RBI Master Direction on Interest on Deposits dated March 03, 2016 with effect from 01 July, 2016. Customers are obligated to repay the principal and interest on their overdraft accounts which the bank may grant them from time to time. This should not be construed as an agreement, either expressed or implied, that the Bank is bound to grant any overdraft facility whatsoever. In the absence of any special arrangements, the Bank is not required to honour any cheques drawn by the account holder(s) if in doing so the account would become overdrawn and in these

circumstances, the Bank reserves the right to debit the account with the charge for each returned cheque

10. Current accounts

Interest payable on credit balances in current accounts are governed by interest rate directives of the RBI and currently no interest is payable on credit balances in current accounts

11. Fixed deposits (also referred to as 'term deposits')

11.1 Placement of fixed deposits

(a) A fixed deposit account will be opened under a customer ID upon receipt of a duly filled in application form by the customer. The subsequent instructions for placement of fixed deposits by debit to a savings/current account with similar signing instructions can be provided by submitting a letter mentioning the relevant information. Such deposits will be placed under the same customer ID as of the relevant savings/current account, unless otherwise specified. A fixed deposit may only be placed in such currencies and with such minimum initial deposit with respect to a range of maturity tenures as determined by the Bank from time to time and this in turn is subject to RBI guidelines

(b) Information with regard to various types of fixed deposit accounts, the currencies in which these deposits can be maintained, the tenures for which such deposits can be maintained, etc., are published on the Bank's website and is also displayed on branch notice boards and available upon request at the Bank's branches

11.2 Fixed deposit interest

(a) The Bank reserves the right to vary the Interest Rate offered from time to time at the Bank's sole discretion as displayed in the Bank's premises and/or published on the Bank's website and/or advertised in the media;

(b) Where the Bank receives an instruction to place a fixed deposit by clearance of a cheque deposited by the customer, the Bank will value date the fixed deposit to the date on which funds are received by the Bank after clearance of the cheque;

(c) Interest on a fixed deposit will accrue on the day prior to maturity of the fixed deposits. In

case of resident fixed deposit accounts in INR, interest is paid/accrued quarterly at the applicable rate (interest shall be paid out quarterly in case of non-cumulative or ordinary fixed deposits and shall accrue quarterly in case of cumulative fixed deposits). In case of any other type of fixed deposit accounts, interest shall be payable in accordance with extant RBI guidelines in this regard. Interest on Non-Resident External (Rupee) Fixed Deposits/Foreign Currency Non-Resident (B) deposits will be paid on completion of each year. In case of a premature withdrawal within a year, no interest will be payable. Tax Deduction at Source (TDS), when due and applicable, will be deducted in accordance with the provisions of the Income Tax Act, 1961 and the rules thereunder as in force. Such TDS shall be recovered from saving/current/demand deposit account(s). Please designate the account from where you would like the TDS amount to be deducted for all existing accounts. For details on TDS, please refer to the account rules/terms and conditions on www.hsbc.co.in. Details of accrued interest and the amount of tax deducted (if applicable) will be advised each time a fixed deposit is withdrawn or renewed.

11.3 Withdrawal and renewal of fixed deposits

(a) At the request of the customer, the Bank may, at its discretion, repay a fixed deposit before the due date subject to the following:

(i) In the case of jointly held fixed deposits (whether on an 'either or survivor' basis or otherwise), premature withdrawal of deposits will require authorisation by all customers;

(ii) The Bank, on request from a depositor, would allow withdrawal of a fixed deposit before completion period of the deposit agreed upon at the time of placement of deposit, subject to penalty on premature withdrawal of fixed deposit as may be applicable as per the table appended below:

Fixed Deposit	
Interest penalty on premature withdrawals (including re-booking)	1.00%

The interest paid will be lower by the Penal Rate (as may be applicable to the value and date of placement of the fixed deposit as defined in the above table) 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. In case of foreign currency fixed deposits, where no interest is payable on account of withdrawal prior to the minimum deposit tenure, the Bank may, at its sole discretion, levy a penalty to cover the swap cost, as permitted under extant regulations

(b) Fixed deposits which fall due on a day which is not a business day, shall become payable on the business day, immediately after the non-business day

(c) All placements, renewals and withdrawals of fixed deposits are accepted, subject to the business days and hours set by the Bank from time to time

(d) Any instructions regarding disposal of funds at maturity and any amendments thereto must be given at least one business day prior to the date of maturity by means of written instructions duly signed by all fixed deposit holders or thorough authenticated instructions through Internet Banking or PhoneBanking, if the same is allowed as per the mode of operation of the account

(e) Where automatic renewal instructions are given for fixed deposits, the rate applied at the time of renewal will be the rate prevailing on the due date at such time as the Bank, at its sole discretion, decides

(f) If no maturity disposal instructions are received by the due date, the fixed deposits will be renewed automatically on maturity for the same duration as the maturing fixed deposit. In case of cumulative fixed deposits, the accumulated interest will be added to the principal and renewed along with the principal, subject to extant regulations in this regard

(g) In the event of the death of the depositor, premature liquidation of the term/fixed deposits by the surviving joint depositor will be allowed. Such premature liquidation will not attract any penal charge

In case of joint fixed deposit with a survivorship clause i.e. 'Either or Survivor' or 'Former or Survivor' mandate, the Bank shall be discharged by paying the fixed deposit proceeds prematurely to

survivor(s) in case there is a joint mandate from the joint depositors to this effect, in the event of death of one or more joint depositor(s)

12. Cheque books

12.1 Cheque books are generally issued for savings or current accounts maintained in rupees and may be subject to charges as specified in the Bank's tariff

12.2 Cheque books should be kept safe at all times and, as necessary, under lock and key so as to be inaccessible to unauthorised persons

12.3 Applications for a new cheque book may be made by presenting a duly completed and signed cheque book requisition slip to the Bank or by means of written instructions duly signed by all fixed deposit holders or thorough authenticated instructions through Internet Banking or PhoneBanking, if the same is allowed as per the mode of operation of the account. The Bank may also, at its sole discretion, issue cheque books to the customer, without any request from the customer, if as per its records, the customer has substantially utilised the cheque leaves previously issued to the customer. New cheque books will be dispatched to the customer by post according to the address record kept by the Bank (or by such other means as determined by the Bank). The Bank assumes no responsibility for any delay or loss caused by any mode of dispatch

12.4 The Bank may, at its sole discretion, refuse to issue a cheque book on any account, which is not maintained satisfactorily (such as excessive cheque returns, etc.)

12.5 Upon receipt of a new cheque book, the customer should verify the cheque serial numbers, account number and name of the customer printed thereon as well as the number of cheques before use. Any irregularities should be promptly reported to the Bank

12.6 Customers cannot print cheque books or other payment instruments without prior written approval of the Bank

12.7 Cheques

(a) Cheques should be drawn in INR;

(b) When a signed cheque or a cheque book is lost or stolen, the customer must immediately report such loss to the Bank, either in writing or

through PhoneBanking Services;

(c) When cheques are sent through post or by other means, the Bank recommends that the words 'or bearer' should be deleted and the cheque crossed;

(d) The customer should exercise care when drawing cheques to ensure correctness and agree that cheques shall not be drawn by any means and/or in any manner which may enable a cheque to be altered or may facilitate fraud or forgery. In particular:

(i) The customer should write the amount, both in words and figures in the spaces provided on the cheque, as close to each other and to the left-hand margin as possible so as to leave no space for insertions;

(ii) The word 'only' should be added after the amount stated in words;

(iii) All cheques must be written in dark colour non-erasable ink or ball-point pen and be signed in conformity with the specimen signature registered with the Bank; and

(iv) The customer should comply with the conditions printed on the inside cover of cheque books

(e) Any alteration on a cheque must be confirmed by full signature of the drawer, failing which the Bank may refuse payment of the cheque upon presentation. The customer acknowledges that the Bank will not be held responsible for losses arising from alterations which cannot be readily detected. Cheques drawn on/cleared at locations which process cheques through Cheque Truncation System (CTS) for clearing of cheques, no changes/corrections can be carried out on the cheques (other than for date validation purposes, if required). For any change in the payee's name, courtesy amount (amount in figures) or legal amount (amount in words), fresh cheque leaves should be used by customers

12.8 Return cheques

The Bank reserves the right to return cheques with insufficient funds in account, technical error or any other reasons as mentioned under the relevant statute reasons and to impose a Service charge with respect to returned cheques.

12.9 Stop payment order

(a) The customer may only cancel payment of a cheque by giving written instructions or other

duly authenticated instructions (the authenticity of which the Bank must be able to verify) clearly identifying the cheque in question by reference to its cheque number, before the cheque has been paid for clarification:

(i) If the customer identifies the cheque in question by reference to other details in addition to the cheque number, the Bank shall not be responsible to ensure that other details correspond with the details of the cheque in question identified by number;

(ii) If the customer identifies the cheque in question by reference to other details, instead of identifying the cheque number, the Bank shall not be required to take any action but the Bank may, at its sole discretion and without responsibility, follow such instruction

(b) If the customer requests to cancel payment of a cheque by means of an instruction which cannot be verified by the Bank, the Bank shall not be required to take any action in the absence of any special arrangement to the contrary with the customer. However, the Bank may at its sole discretion and without responsibility follow any such instruction which it believes in good faith, emanates from the customer and shall not be liable for having followed any such instruction which is incorrect, false or unclear or in any other circumstances. The customer shall confirm such instruction to enable the Bank to verify the authenticity of the instruction

(c) Charges as per the Bank's tariff will be applicable for effecting stop payment instructions and the same will be debited to the specific savings or current accounts in which this stop payment has been effected

13. Account transactions

13.1 The customer shall maintain sufficient funds in the account to meet any debit instructions issued by the customer and any fees/charges/interest applicable as per the Bank's tariff and the customer shall not be entitled to overdraw the account with the Bank or withdraw funds in excess of any overdraft limit agreed with the Bank. If a customer draws an amount in excess of the balance available or overdraft limit permitted by the Bank, the customer shall pay the Bank promptly and unconditionally the entire amount overdrawn with interest and penalties, according to the rate mentioned in the tariff schedule, if any, at a rate

to be decided by the Bank. However, this should not be construed as an agreement, either expressed or implied, that the Bank is bound to grant any overdraft facility whatsoever

13.2 Cash withdrawals from an account may be only through such means as may be permitted by the Bank from time to time. For large cash withdrawals at the branch, advance notice should be given at the branch. Details of thresholds for such large cash withdrawals and the advance notice required may differ from branch to branch and information regarding the same may be obtained at the relevant branch. From time to time, the Bank shall be entitled to impose reasonable restrictions with regard to acceptance of cash deposits or withdrawal of cash, in case of failure to give satisfactory explanation or documentation with regards to the deposit/withdrawal, as part of its anti-money laundering programme

13.3 While all cheques and other monetary instruments accepted for deposit into an account are credited to the account, the funds will be made available, only when they have been cleared. The Bank reserves the right to reverse from the account, the amount relating to any such cheques / instruments, which are subsequently returned unpaid

13.4 Cheques, dividend warrants and other instruments in the name of customer will be collected but those in favour of payees other than the customer shall not be accepted for collection. Collection of such instruments shall be in accordance with the Bank's cheque collection policy, as amended from time to time

13.5 An inward remittance (in any currency) to an account may not be credited to the account on the same day, if the related payment advice with complete information, including purpose of funds, is not received

13.6 For standing instructions, the Bank accepts no responsibility for any loss or delay which may occur in the transfer, transmission and/or application of funds or (in the case of remittance by telegraphic transfers) for any error, omission or mutilation which may occur in the transmission of any message or for its misinterpretation when received and the Bank stands indemnified against any actions, proceedings, claims and/or demands that may arise in connection with such loss, delay, error, omission, mutilation or misinterpretation. Where the customer has set up a standing instruction

on an account and no transaction is performed under such instruction for a continuous period, as determined by the Bank from time to time or where such standing instructions fail on account of insufficient balance consecutively for a certain number of times, as determined by the Bank from time to time, the Bank reserves the right to cancel the standing instruction with prospective notice of 30 days to the customer, even though the authorisation has not expired or there is no expiry date for the standing instruction

13.7 Withdrawals from savings and current accounts may be made on demand at the Bank's branch by the customer during business hours on production of satisfactory identification and/or appropriate authority, subject to any restrictions imposed under these terms and conditions

13.8 Any payments from the account, made by the Bank to a person producing satisfactory identification and a withdrawal form purporting to be signed as authorised by the customer shall have the same effect as if made to the customer personally and will absolve the Bank from all liabilities to the customer or to any other party

13.9 There may be risks involved in accepting foreign currency cheques as payment or settlement of transactions

In some countries, there are laws dealing with the handling of cheques sent for clearing or collection that will entitle a cheque to be returned even after clearing and the proceeds are paid to the payee. For example, for cheques drawn on US banks, the paying bank will have the right to seek refund of a cheque that is subsequently found to be fraudulently drawn, fraudulently endorsed or fraudulently altered, within a period of up to 6 years. For a US Treasury cheque, this refund period may be indefinite. The Bank is entitled to seek repayment from the customer of any cheque required to be repaid or refunded. This right of recourse remains possible throughout the refund period mentioned above and is regardless of whether the cheque is sent for collection or purchased by the Bank. The deposit of any foreign currency cheques is accepted by the Bank subject to the following terms and conditions:

(a) In accepting cheques drawn on banks abroad, the Bank reserves the right to decide which cheques to purchase and which to send for collection. Where the Bank purchases the cheques, the Bank shall credit the account (using

the Bank's prevailing buying rate) with

the proceeds immediately, under advice to the customer, and subject to having recourse to the customer in the event of dishonour. The purchase of cheques may be subject to the condition that the proceeds credited to the account cannot be withdrawn for a period as determined by the Bank taking into account the required clearing time for cheques in question and which will be intimated to the customer;

(b) Where the Bank sends a cheque for collection, this will be done subject to the rules contained in ICC Publication no. 522 and the proceeds of the cheque will only be credited to the account, once payment is received from the Bank abroad;

(c) In the event that cheques purchased are dishonoured or cheques collected are subsequently liable to be repaid or refunded by applicable laws and regulations, the Bank will debit the account with the value of the cheque as calculated using the Bank's prevailing selling rate or the original buying rate, whichever is higher, plus any charges;

(d) Overseas charges (if any) will be debited to the account under advice to the customer. Such advice may be by way of an entry in the statement of account;

(e) Cheques received after the relevant cut-off times set by the Bank from time to time will be processed on the next business day

14. Statement of accounts

14.1 Statement of account will be sent to the customer at pre-specified intervals, unless otherwise requested. Interim statements or statements at a higher frequency than the pre-specified interval, may be requested and these will be provided, at the sole discretion of the Bank, subject to charges as stipulated in the Bank's tariff

14.2 The statement of account may, in addition to information on the Services availed by the customer and the customer's tier, include such information (as determined by the Bank at its sole discretion) of any other Services of the type selected by or relating to the customer which are maintained with or provided by the Bank (or any of its subsidiaries) from time to time under the same identification documents as the account (regardless of the related

correspondence address)

14.3 The customer agrees to examine statements of account received from the Bank to see if there are any errors, discrepancies, unauthorised debits or other transactions or entries arising from whatever cause, including without limitation, forgery, forged signature, fraud, lack of authority or negligence of the customer or any other person (errors). The customer also agrees to notify the Bank in writing of any errors within 90 days after personal delivery of such statement to the customer or if posted, within 90 days after the Bank has posted the statement

14.4 Duplicate copies of past statements of account may be provided by the Bank, at its sole discretion. If the Bank does provide a duplicate copy of the statement, it will be against payment of charges as per the Bank's tariff

15. Communication address and change of customer's particulars

15.1 The customer warrants that all particulars given to the Bank are, to the best of the customer's knowledge, accurate. The customer undertakes to notify the Bank immediately, in writing, of any change of address, employment or other pertinent particulars recorded with the Bank. The Bank may at its sole discretion require that such request for change of information be accompanied by documents evidencing such change

15.2 These terms and conditions and any communications delivered personally, sent by post, facsimile transmission, telex or e-mail on the facsimile number/e-mail address provided for this purpose by the customer shall be deemed to have been received by the customer (where delivered personally) at the time of personal delivery or on leaving it at the address last notified in writing by the customer to the Bank, (where sent by post) 48 hours after posting, if such address is in India and seven days after posting, if such address is outside India or (where sent by facsimile transmission or e-mail) immediately after transmitting to the facsimile number or e-mail address last notified in writing by the customer to the Bank. Communications sent by the customer to the Bank shall be treated as delivered to the Bank on the day of actual receipt

16. Dropbox Services

16.1 The customer must ensure and hereby undertake that all documents and items submitted under the dropbox Services are complete, accurate and duly signed where applicable

16.2 The scope of the dropbox Services shall be as determined by the Bank from time to time and may include, but not necessarily and among other things, deposit of cheques, bills of exchange, warrants, payment warrants and other payment instruments. The dropboxes shall not be used for dropping cash and/or post-dated cheques and/or high value cheques and/or bearer cheques and the Bank will not be responsible/liable for such items deposited. All high value cheques which exceed ₹1,00,000 should be deposited at the Bank's counters only

16.3 The customer shall utilise the dropbox Services in accordance with its governing terms and conditions and such other instructions, guidelines and directions that the Bank shall issue from time to time

16.4 The Bank shall accept responsibility for the documents/instruments deposited after the Bank has received, checked and verified the same, in accordance with its practice, and this shall be final, conclusive and binding on the customer

16.5 Any collection instruments deposited in any dropbox will be sent by the Bank for clearing within the period as indicated on the dropbox, but not later than 2 business days

16.6 In case of cheque deposit machines, if there is a discrepancy between the amount specified while depositing cheque(s)/warrants and the actual amount of cheque(s) or warrants submitted (as checked and verified by the Bank) or if such items submitted are not accepted by the Bank for any reason including, without limitation, in cases where the items are suspected to be counterfeit, the Bank is only required to credit the amount of cheque(s)/warrant(s) as checked, verified and accepted by the Bank to the designated account(s) and which shall be final, conclusive and binding on the customer

16.7 The customer shall indemnify the Bank against all loss, damages, claims, proceedings, liabilities, costs (including legal costs on a full indemnity basis) and expenses as shall be reasonably incurred or suffered by the Bank arising out of or in connection with the provision

of the dropbox Services by the Bank and/or the use thereof by the customer

16.8 The Bank shall not be liable for any loss, damages or expenses suffered by the customer arising from its failure or delay in providing the dropbox Services and/or the use of the dropbox Services by the customer including, without limitation, any delay with respect to its processing of the documents and items submitted under the dropbox Services, including, without limitation, any delay in the checking, verification and acceptance of the cheque(s), warrants, etc., submitted or the crediting thereof to the designated account(s) or any partial completion of or failure or inability to act on any of the customer's instructions or directions in respect thereof for whatever reasons not due to the Bank's gross negligence or wilful default including for reasons outside the Bank's reasonable control. The Bank shall not be liable for any loss of profits, or any indirect or consequential loss, damages or expenses

17. ATM Card, Debit Card and Credit Card

17.1 The ATM Card

(a) The ATM Card is the property of the Bank. The Bank may suspend or withdraw, at its discretion, the ATM Card and/or any of the Services thereby offered after providing a prospective notice of 30 days

(b) The loss or theft of the ATM Card should be reported to the Bank immediately and confirmed in writing as soon as possible. The customer will be responsible for all transactions effected by use of the ATM Card until such notification. The Bank may debit any of the customer's account with any cost incurred in issuing a replacement ATM Card

(c) Transactions on ATMs (such as cash withdrawals, transfers, etc.) shall be subject to maximum daily/transaction limits/charges, as prescribed by the Bank from time to time; which can be referred to on the Bank's website www.hsbco.in

(d) Liabilities for ATM Card transactions:

(i) Subject to provisions concerning loss or theft of the ATM Card in this section, the customer will be responsible for all transactions, including funds transfer to third party beneficiaries, effected by use of the ATM Card, whether authorised by the customer or not

(ii) The related account will be debited with the amount of any withdrawal, transfer and/or other transaction effected by use of the ATM Card. The customer will maintain sufficient funds in the accounts to meet any such transactions. Transactions which are effected in currencies other than INR will be debited to the related account after conversion into INR at a prevailing rate as determined by the Bank on the day of conversion

(e) The PIN is strictly confidential and should not be disclosed to any third party under any circumstances or by any means, whether voluntarily or otherwise. The customer should not keep any written record of any PIN in any place or manner which may enable a third party to use the ATM Card.

(i) Cash and/or cheques deposited with any Automated Teller Machine (ATM) by use of the ATM Card will only be credited to the related account after verification by the Bank. The transaction slip, issued by the ATM at the time of deposit, only represents what the customer purports to have deposited and will not be binding on the Bank.

(ii) The Bank will not be liable for any consequential or indirect damages arising from or related to the use of the ATM Card.

(iii) The Bank may disclose, in strict confidence, to other institutions, such information concerning the ATM Card and the accounts as may be necessary or appropriate in connection with its participation in any electronic fund transfer network

(iv) For the purposes of this section, all references to accounts shall include all other accounts accessible by the ATM Card

17.2 The Debit Card and Credit Card

(a) Where a Debit Card or a Credit Card is issued to the customer, the customer shall be bound by the relevant Card holder terms and conditions as amended from time to time;

(b) Where an ATM facility has been incorporated in the Credit Card, the use of such facility will be subject to the above terms and conditions on the use of the ATM Card

18. PhoneBanking Services

18.1 The Bank will from time to time determine or specify the scope and features of the

PhoneBanking Services and to modify, expand or reduce the same at any time and from time to time with or without notice. Where such notice shall, in the sole discretion of the Bank, be given, such notice may be made in such manner and by such means of communication as the Bank shall deem fit, including, without limitation, the use of direct mailing material, advertisement or branch display. The Bank shall at its sole discretion determine eligibility for extending the PhoneBanking Services

18.2 The Bank is authorised to act on the telephone instructions of the customer. The customer agrees that:

(a) The Bank is authorised to act on any telephone instructions which the Bank at its sole discretion believes emanates from the customer, by the use of the PIN and the Bank shall not be liable for acting in good faith on telephone instructions which emanate from unauthorised individuals and shall not be under any duty to verify the identity of the person(s) giving telephone instructions purportedly in the name of the customer;

(b) The Bank may also, at its sole discretion, permit restricted access, as determined by the Bank, to PhoneBanking Services, after successful verbal verification of the customer and without use of the PIN. In such cases, the Bank shall not be liable for acting in good faith on telephone instructions which it believes to emanate from the customer but which emanates from unauthorised individuals;

(c) The Bank's record of the transactions processed by the use of PhoneBanking shall be conclusive proof and binding for all purposes

(d) The customer shall undertake to keep the PIN strictly confidential at all times and that shall include, without limitation, not disclosing the PIN to any third party under any circumstances or by any means whether voluntarily or otherwise and not to keep any written record of the PIN in any place or manner;

(e) The customer shall report to the Bank immediately upon losing the PIN or realising it has fallen into the hands of any unauthorised party and the Bank will also not be liable for receipt of the transaction details by a third party on account of any negligence or omissions and commissions not attributable to the Bank;

(f) The customer shall ensure that there are sufficient funds or pre-arranged credit facilities in

the account(s) or debit accounts for the purpose of the telephone instructions and the Bank shall not be liable for any consequence arising out of the Bank's failure to carry out such telephone instructions due to inadequacy of funds and/or credit facilities provided always that, if the Bank shall at its sole discretion decide to carry out the telephone instructions notwithstanding such inadequacy, the Bank may do so without seeking prior approval from or notice to the customer and the customer shall be responsible for the resulting overdraft, advance or credit thereby created;

(g) Any exchange rate or Interest Rate quoted by the Bank in response to a telephone instruction is for reference only and shall not be binding on the Bank, unless confirmed by the Bank for the purpose of a transaction and such confirmed exchange rate or interest rate, if accepted by the customer through the PhoneBanking Service, shall be absolutely binding on the customer notwithstanding that a different exchange rate or Interest Rate might have been quoted by the Bank at the relevant time through other means of communication;

(h) The Bank shall not be liable to the customer for any failure to carry out any telephone instruction which is attributable, wholly or in part, to any cause beyond the Bank's control including any equipment malfunction or failure and under no circumstances shall the Bank be responsible to the customer for any indirect or consequential losses arising out of or in connection with the carrying out or otherwise of any telephone instructions; and

(i) The Bank may at its sole discretion deactivate the PIN issued to a customer, in case of non-usage of the same for a continuous period of time and shall notify the customer of the same

(j) The customer shall keep the Bank indemnified at all times against, and to save the Bank harmless from, all actions, proceedings, claims, losses, damages, costs and expenses which may be brought against the Bank or suffered or incurred by the Bank and which shall have arisen either directly or indirectly out of or in connection with the Bank accepting telephone instructions and acting or failing to act thereon, unless due to the wilful default of the Bank, such indemnity shall continue notwithstanding the termination of the account and/or the variation or the withdrawal of the tier by the Bank

18.3 The customer may notify the holder of the

accounts to which the customer has transferred money using the PhoneBanking Services of the details of the transactions performed pursuant to telephone instructions. The Bank shall not be responsible to the customer or any other person for giving any such notice

18.4 The customer understands and acknowledges that telephone instructions may not necessarily be processed by the Bank immediately or on the same day of the giving of such telephone instructions due to system constraint or the banking procedures of the Bank. The customer agrees that the Bank shall not be held responsible to the customer or any other person for effecting such telephone instructions at a later time and the Bank's decision as to when to effect the said telephone instructions shall be final and binding on the customer

18.5 In the event the customer decides to terminate the use of PhoneBanking Services for whatever reason, the customer shall be required to give the Bank 7 days prior notice in writing, duly acknowledged by the Bank. Such termination shall be deemed a termination of the PhoneBanking facility accorded by the Bank to the customer. In an emergency, the Bank will endeavour to stop the facility, if the instructions are received over the phone or in writing, to safeguard the customer's interests. The Bank, however, shall not be liable, if the request of the customer is not carried out immediately due to reason beyond its control

18.6 The Bank shall terminate the PhoneBanking facility with immediate effect on occurrence of the following events:

(a) Failure to comply with these terms and conditions applicable with respect to PhoneBanking Service;

or

(b) An event of default under any agreement or commitment (contingent or otherwise) entered into with the Bank; or

(c) The customer becoming the subject of bankruptcy, insolvency proceedings or proceedings of a similar nature; or

(d) Demise of the customer; or

(e) Any other cause arising out of operation of law

19. Mobile alerts

19.1 Definitions

In these terms and conditions, the following terms shall have the following meanings:

'Alerts' mean the customised messages sent as Short Message Service (SMS) to the customer over his registered mobile phone. 'CSP' means the Cellular Service Provider with whom HSBC India has an arrangement for providing the facility.

'Facility' means the facility of receiving alerts. 'Pull facility' shall mean the facility through which the customer will be able to make requests about their account(s) by sending 'keywords' through SMS to HSBC India's contact number provided for the purpose.

'Keywords' shall mean specific words that need to be typed to get response to the message sent.

'Response' shall mean the SMS sent by HSBC India in response of the request made by the customer about their account(s) by sending 'keywords' through SMS to HSBC India's Contact Number provided for the purpose

19.2 Availability

(a) The facility is made available to the customer, at the sole discretion of HSBC India and may be discontinued by HSBC India at any time, without notice. The facility is currently available only to customers with accounts at HSBC India's branches

(b) The facility is available in certain specific regions and to subscribers of mobile phones of certain specific CSPs in India. The customer understands that unless he is a subscriber of the specific CSPs, the facility will not be available

(c) The alerts will be sent to the customer only, if the customer is within the cellular circles of the CSPs or in circles forming part of the roaming network of such CSPs

(d) HSBC India may, if feasible, extend the facilities to other cellular circles as well as to subscribers of other cellular telephone Service providers, as will be notified by it, from time to time

(e) One mobile number can be registered only against one customer ID

(f) The pull facility will be available only to customers with active HSBC Personal Internet Banking Accounts

(g) Alerts will be sent to the customer's mobile number registered on HSBC India's records for transactions in the customer's HSBC Premier Account in India which results into a debit of ₹5,000 or a credit of ₹10,000 and above. In case the customer wishes to modify the standard threshold alerts and/or the existing alerts, the customer will have to provide written instructions to HSBC India. However, the customer will receive alerts on all transactions done using HSBC Premier Debit and Credit Card. To know more about the list of mobile alerts available and the procedure of registering for the same, customer should visit HSBC India's website - www.hsbc.co.in

19.3 Process

The customer acknowledges that alerts will be implemented in a phased manner. HSBC India may, from time to time, change the features of any alert

19.4 Pull alerts

(a) HSBC India shall allow pull facility to the customer's mobile phone number as registered by the customer with HSBC India. It shall not be under any duty to verify the authenticity of the person receiving the information. The customer is responsible for the accuracy of the mobile phone number and/or e-mail address and/or any other account information registered with HSBC India and the customer shall be solely responsible for intimating to HSBC India any change in the phone number or e-mail address or account details

(b) The customer undertakes to inform HSBC India, in case he closes his account with it

(c) The customer acknowledges that to receive response of the pull and push facility, customer's mobile phone must be in an 'On' mode. If the customer's mobile phone is kept 'Off' for a continuous period of 48 hours from the time of delivery to the CSP of the response message by HSBC India, that particular response message may not get delivered to the customer

(d) The customer acknowledges that the facility is dependent on the infrastructure, connectivity and Services provided by the CSPs and other Service providers engaged by HSBC India. The customer accepts that timelines, accuracy and readability of the response sent by HSBC India will depend on factors affecting the CSPs and other Service providers. HSBC India shall not be liable for non-delivery or delayed delivery of

response, error, loss or distortion in transmission of the response to the customer. In case the customer observes any error in the information provided by HSBC India through this facility, the customer shall immediately inform it and HSBC India in turn will make the reasonable efforts to rectify the error as soon as possible

(e) HSBC India shall endeavour to provide the facility on a best effort basis and the customer shall not hold HSBC India liable for non-availability of the facility or non-performance by any CSPs or other Service providers or any loss or damage caused to the customer as a result of use of the facility (including relying on the response for the customer's investment or business purposes) for causes which are not attributable to HSBC India. HSBC India shall not be liable in any manner to the customer in connection with the use of the facility

(f) The customer accepts that each response may contain certain account information relating to the customer. The customer authorises the Bank to send account related information to an International/Local CSP for transmission of the SMS alerts

(g) The customer accepts that in case of alerts on TMDs, the balance received through the pull alerts will be the maturity amount of the TMD and may be different from the final amount payable to the customer especially in case of foreclosures

(h) In case of Credit Card accounts, the balance received through the pull SMS will be an indicative balance and any unbilled transaction may not be reflected in the SMS alert received by the customer

19.5 Receiving alerts

The customer authorises HSBC India to send any message such as season's greetings, birthday/anniversary greetings, or any other message that HSBC India may consider appropriate, to the customer pertaining to the banking/Credit Card transactions.

19.6 Withdrawal or termination

HSBC India may, in its discretion, withdraw temporarily or terminate the facility, either wholly or in part, at any time. HSBC India may, without prior notice, suspend the facility at any time during which any maintenance work or repair is required to be carried out or in case of any emergency or for security reasons, which require

the suspension of the facility

19.7 Fees

HSBC India may at its sole discretion revise the charges/fees for use of any or all of the facility, by notice to the customer. The customer may at any time discontinue or unsubscribe to the said facility. The customer shall be liable for payment of such airtime or other charges which may be levied by the CSP in connection with the receiving of the alerts, as per the terms and conditions of the CSP, and HSBC India is in no way concerned with the same

19.8 Disclaimer

(a) HSBC India shall make all reasonable efforts to ensure that the customer's personal/account information is kept confidential. HSBC India does not warrant the confidentiality or security of the messages, whether personal information or account information or otherwise, transmitted through the facility. The transmission of the messages, however, cannot be guaranteed to be completely secure and HSBC India will not be liable for loss of any information/ instructions/ alerts in transmission nor be responsible for security of the transmission

(b) No information provided through the Service shall be regarded as an offer or invitation by HSBC India to buy or sell any goods, products, Services or securities nor are such information intended to directly or indirectly offer investment, legal, accounting, tax or financial advice to any party

(c) HSBC India will not be concerned with any dispute between the customer and the CSP and makes no representation or gives no warranty with respect to the quality of the Service provided by the CSP or guarantee for delivery or accuracy of the contents of each alert

19.9 Disclosure

The customer accepts that all information will be transmitted to and/or stored at various locations and be accessed by personnel of HSBC India (and its affiliates). HSBC India is authorised to provide any information or details in relation to the customer of his account to the CSPs (either locally or outside the country) or any Service providers so as to enable them to provide any Services to the customers

19.10 Liability and Indemnity

The customer shall not interfere with or misuse

in any manner whatsoever the facility and in the event of any damage, due to improper or fraudulent use by the customer, the customer shall be liable in damages to HSBC India. In consideration of HSBC India providing the facility, the customer agrees to indemnify and keep safe, harmless and indemnified HSBC India from and against all actions, claims, demands, proceedings, loss, damages, costs, charges and expenses whatsoever which it may at any time incur, sustain, suffer or be put to as a consequence of our arising out of acting in good faith, acting on omitting or refusing to act on any instructions given by use of the facility. The customer shall indemnify HSBC India for unauthorised access by any other person to any information given by the customer or breach of confidentiality

19.11 Amendment

HSBC India may amend the above terms and conditions at any time without prior notice to the customer and such amended terms and conditions will thereupon apply to and be binding on the customer.

19.12 Governing Law and Jurisdiction

The provision of the facility shall be governed by the laws of India and any disputes in this regard shall be subject to the exclusive jurisdiction of courts in Mumbai.

'I/We wish to avail of the mobile push alert Services and receive SMS alerts on my mobile phone number registered with HSBC India. I/We have read and understood the terms and conditions related to the Service (a copy of which is available as part of the account rules on www.hsbc.co.in). I understand that HSBC India may, at its absolute discretion, discontinue the Service completely or partially without any notice to me/us. I/We agree that HSBC India may debit my/our account for Service charges as per the prevailing tariff from time to time.

I/We accept and agree to be bound by the above-mentioned terms and conditions and to any changes made therein from time to time in the future.

I/We undertake to intimate HSBC India immediately in the event of any change in my mobile phone number. I/We also understand that the SMS alerts under this Service may contain certain personal and/or account information.

I/We also understand and acknowledge that while HSBC India will make all reasonable efforts to ensure that my/our personal/account information is kept confidential, the SMS alerts cannot be guaranteed to be completely secure and HSBC India accepts no liability in this regard.'

20. HSBC Premier

20.1 The features that the customer can enjoy under HSBC Premier may include accounts, Services, rewards, benefits, privileges and the likes offered not only by the Bank but also by other members of the HSBC Group in and outside India, which may or may not be banking related and which may be provided directly by the Bank and such other members of the HSBC Group or third parties designated by them, as the Bank and/or such members shall determine from time to time, subject to extant laws/rules/regulations associated with provision of such features by the Bank in India. Features, as defined in Appendix I of these terms and conditions, shall for all purposes include these accounts, Services, rewards, benefits, privileges and the likes offered by such other members of the HSBC Group

While the Bank shall endeavour to provide such features on a best effort basis, the customer shall not hold the Bank liable for non-availability of any such feature

20.2 HSBC Premier Global Services

(a) HSBC Premier customers may be provided global recognition and other global Services (hereinafter referred to as 'HSBC Premier Global Services') at select offices of HSBC Group entities worldwide, with a view to rendering assistance in connection with their banking requirements, while such customers travelling/residing outside India;

(b) To facilitate the Bank and other members of the HSBC Group in considering whether or not the customer is entitled to enjoy certain features offered by them under HSBC Premier global Services and to enable the Bank and these members of the HSBC Group in providing such features to the customer, where the customer is eligible to enjoy these features, the customer fully authorises the Bank and these HSBC members to share all information relating to the customer and his accounts, including, without limitation, personal data and other credit

information maintained with or obtained by the Bank (including those obtained from credit reference agencies) and other members of the HSBC Group. The customer further authorises the Bank and all members of the HSBC Group to use, store, process, disclose and transfer (whether within or outside the jurisdiction concerned and whether within or outside the HSBC Group) all information relating to the customer, as they shall consider necessary in connection with their provision of these features, including, without limitation, information relating to debts (defined below);

(c) The customer acknowledges and agrees that any such sharing or transfer of information will be on confidential basis. However, the Bank or HSBC Group offices or their third party Service providers, whether located in India or overseas, may disclose information if required or permitted by any law, rule or regulation or at the request of any public or regulatory authority or if such disclosure is required for the purposes of preventing fraud;

(d) The features offered to the customer as part of HSBC Premier Global Services by other members of the HSBC Group are at all times subject to the customer being allocated with and retaining the tier of HSBC Premier with the Bank (or another member of the HSBC Group, if applicable) unless the Bank or another member of the HSBC Group shall determine otherwise. Each of these features may also be subject to certain terms and conditions stipulated by the Bank and/or the relevant member(s) of the HSBC Group and the customer agrees to be bound by the same;

(e) Where the customer avails of such HSBC Premier Global Services, the customer agrees and undertakes to ensure that the said Services are availed in accordance with the laws, rules, regulations and applicable terms and conditions in the country where the said Services are availed as well as in India. Without loss of generality of the foregoing, the customer agrees and undertakes to ensure that the said Services are availed in accordance with FEMA;

(f) HSBC Premier Global Services may include certain emergency Services, which are extended to the customer with a view to providing assistance in the event of certain exigencies. Some of these emergency Services may be supplied by Mastercard® International, its agents and third party Service providers appointed by Mastercard® International. Accordingly, the Bank

shall not be liable in any way for any actions, claims, loss, damage or liability of whatever nature arising out of any act or omission of Mastercard® International or any of its agents or of such third party Service providers or generally in relation to HSBC Premier Global Services.

Where such Services are provided to the customer, the customer agrees to be bound by the terms and conditions upon which the Services provided by Mastercard® International under HSBC Premier Global Services are offered and provided;

(g) Where a feature offered by a member of the HSBC Group including the Bank includes offering of any banking or credit facilities, the customer understands and agrees that any default by the customer with respect to one or more of such facilities may result in any or all of these members withdrawing, suspending, cancelling, terminating or varying any or all features offered by them. This may also result in the customer having to, among other things, pay higher interest rates, fees, charges, costs and no member of the HSBC Group can under any circumstances be held liable or responsible for such increase in interests, fees, charges, costs and expenses incurred by the customer or any other obligations and liabilities (whether new or added) that the customer is therefore subject to;

(h) If the customer is required by any applicable laws or regulations (including the laws and regulations in the jurisdiction in which it enjoys a feature provided by a member of the HSBC Group) to make any deduction or withholding from any sum payable by the customer, whether to the Bank or any member of the HSBC Group, then the liability with respect to that deduction or withholding shall be the liability of the customer, such that after the making of such deduction or withholding, the net payment shall be equal to the amount which the Bank or such other member of the HSBC Group would have received, had no such deduction or withholding been made. It shall be the sole responsibility of the customer to effect payment of such deduction or withholding to the relevant authority within the applicable time limit and the customer shall indemnify the Bank and other members of the HSBC Group for all consequences of the customer's failure to do so;

(i) Where a feature offered by a member of the HSBC Group other than the Bank (HSBC Member) includes the offering of any banking or credit facilities, the customer agrees to and

authorises the following, to the extent permitted by all relevant laws and regulations in India, in the event that the customer defaults in its obligations to repay, such banking or credit facilities upon their becoming due and payable (Debts):

(i) the Bank may collect the debts for and on behalf of the HSBC member; the right of the Bank to employ collection agent(s) and third parties to collect any outstanding or overdue amount owed by the customer;

(ii) the HSBC member may at any time and from time to time assign the whole or any part(s) of the debts in favour of the Bank;

(iii) the Bank may accept an assignment of the debts in its favour and may exercise its right of set-off under these terms and conditions with respect to such debts assigned to it;

(iv) the customer waives all rights he may have in relation to any assignment of the debts and the Bank's rights to exercise its right of set-off against such assigned debts; and

(v) this clause shall apply also to such fees, charges, loss and expenses that the Bank and the HSBC member shall have directly and indirectly incurred or suffered as a result of or arising from the debts, including, without limitation, reasonable legal fees and other fees, charges and expenses incurred in recovering the debts;

(j) The customer acknowledges and agrees that the Bank may at its sole discretion, to the extent permitted by all relevant laws and regulations in India, assign debts owed by the customer to it, and/or grant appropriate rights to any HSBC Group entity or third party, for recovery of the amounts due to the Bank;

20.3 Withdrawal of HSBC Premier tier as communicated in para 4.1 of the general terms, the Bank may withdraw the HSBC Premier tier allocated to the customer, at its sole discretion and in any case, with immediate effect, upon occurrence of the following events:

(a) Failure to satisfy the eligibility criteria stipulated for HSBC Premier;

(b) Failure to comply with the terms and conditions applicable with respect to HSBC Premier or any of the benefits/facilities available under the said tier; or

(c) An event of default under any agreement or

commitment (contingent or otherwise) entered into with the Bank or any other HSBC Group entity anywhere in the world (this shall also include any default on credit facilities availed from the Bank or any other HSBC Group entity anywhere in the world); or

(d) The customer becoming the subject of bankruptcy, insolvency proceedings or proceedings of a similar nature in India or anywhere in the world; or

(e) Demise of the customer; or

(f) Any other cause arising out of operation of law

21. Tariff

21.1 The Bank may impose Service fees, facility fees and/or other charges from time to time as the Bank, at its sole discretion, thinks fit. Such fees and charges shall be as per the Bank's prevailing tariff, which is available upon request at any branch of the Bank and on the Bank's website. The Bank reserves the right to effect change in the tariff with prior notice of 30 days

21.2 The Bank may impose minimum balance requirements for various accounts and may levy a charge, if such minimum balance requirement is not met. Such minimum balance requirements and any associated charges shall vary based on the tier of the customer

21.3 The customer agrees that the Bank may use one or more members of the HSBC Group or other third parties to assist the Bank in providing Services to the customer or fulfilling the customer's requirements. These companies may receive remuneration of whatever nature (whether fees, commissions, rebates or other payments) for the Services they provide to the Bank. Remuneration may also be payable by the Bank to members of the HSBC Group or other third parties where the customer has been introduced to the Bank by them. Any such payment will not affect the amount of fees and charges payable by the customer with respect to Services provided by the Bank

21.4 The customer shall comply with all applicable laws and regulations in force from time to time in relation to all Services contemplated by these terms and conditions. The customer shall indemnify the Bank from and against all liabilities, losses, costs, expenses and

charges (whether on account of taxes, duties, imposts or otherwise) which the Bank may incur as a result of:

(a) Providing Services to or transacting with the customer; and/or

(b) a breach of any of these terms and conditions or any applicable laws and regulations by the customer

22. Termination of account; variation of terms

22.1 The Bank may terminate the account with prior notice (save under exceptional circumstances when termination may be made without notice)

22.2 These terms and conditions may, at the Bank's sole discretion, be changed from time to time upon giving the customer prior notice by way of display in the Bank's premises or by such other method as the Bank may decide. If the customer does not close the account prior to the expiry of the notice period, the customer shall be deemed to have agreed to such change

22.3 The termination of an account shall for all purposes terminate the tier and all the features that the customer enjoys under or in connection with that account as a result of the tier allocation

22.4 When an account is closed either by the customer(s) or by the Bank, the customer(s) shall be required to return to the Bank the ATM Card/Debit Card issued on the account as well as all the unused cheques

22.5 Any request for termination of an account by the customer shall be required to be signed by all joint account holders. In case of an account of a partnership firm, the closure request shall be required to be signed by all partners and in case of a body corporate, such request shall be required to be accompanied by an appropriate resolution passed by the appropriate board/committee

23. Miscellaneous general provisions

23.1 Interest: The payment of interest on accounts and the rate of interest thereon is subject to the directives of the RBI from time to time

23.2 Statutory deductions: The Bank shall effect any statutory deductions (such as taxes, etc.) by

debit to the accounts, without any authorisation from the customer, from such date and at such rates as may be required as per applicable statutes

23.3 Tape recording: In the course of providing the Services, the Bank (or its agent) may need to (but shall not be obliged to) record any verbal communication between the customer and the Bank (or its agent) in relation to such Services. The Bank reserves the right to destroy these recordings after such period of time as it considers prudent

23.4 Microfilming/scanning: The Bank may destroy any documents relating to the account or the tier or any of the Services after microfilming/scanning the same and destroy any microfilm/scanned records after such period of time as it considers prudent

23.5 Waivers and remedies: No failure or delay by the Bank in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise preclude any other or further exercise thereof or the exercise of any other right, power or privilege. Any remedies provided to the Bank herein are not intended to be exclusive of any other remedy and each and every remedy shall be cumulative and in addition to every other remedy given hereunder or now or hereafter existing at law or in equity, by statute or otherwise

23.6 Partial invalidity: If any provision hereof shall be declared or adjudged to be illegal, invalid or unenforceable under any applicable law, such illegality, invalidity or unenforceability shall not affect any of the other provisions hereof, which shall remain in full force, validity and effect

23.7 Failure beyond bank's control: The Bank shall not be liable for any delay or failure in providing any of the Bank's equipment or other facilities or Services to the customer to the extent that it is attributable to any cause beyond the Bank's reasonable control including any equipment malfunction or failure and under no circumstances shall the Bank be responsible to the customer or any third party for any indirect or consequential losses arising out of or in connection with such delay or failure

23.8 Outsourcing and appointment of agents: The Bank may appoint any agent, Service provider or subcontractor to perform any of its obligations hereunder. The Bank remains entitled

to assign/outsourcing any activities to any agency, whether third party or HSBC Group entities, at its sole discretion, in accordance with RBI guidelines

23.9 Assignment: The Bank shall be entitled to assign or transfer any or all of its rights and obligations hereunder, at any time, to any person without the customer's agreement

23.10 Loss of seal, etc.: In the event of loss of the identity document, seal, etc. used for giving instructions to the Bank with respect to or the use of the Services, the customer must immediately notify the Bank in writing. The Bank will not be responsible for any payment made prior to receiving such written notice

23.11 Mandate: The Bank shall be entitled to regard any mandate it holds as being suspended in the event of any dispute between customers or authorised signatories. In addition, the Bank reserves the right to suspend the operation of all or any accounts of the customer, until such time as the Bank considers appropriate, if the Bank is of the opinion or has reason to suspect that:

(a) it holds no valid account mandate;

or

(b) the customer (other than acting in the capacity of a trustee) is not the true owner of the credit balances

or

other assets held in the account(s).

23.12 Minor accounts: An account exclusively in the name of a literate minor may be opened and operated upon by such minor, if he/she has completed the age of 10 years. An account may be opened on behalf of a minor of any age, by his/her natural guardian or by a guardian appointed by a court of competent jurisdiction. Upon the minor attaining majority, the right of the guardian to operate the account shall cease and any balance in the account will be deemed to belong exclusively to the hitherto minor who has attained majority, and unless he/she confirms in writing his/her intention to continue the account, further operation of the account shall not be allowed. The Bank may, at its sole discretion, impose reasonable restriction concerning the operation of minor accounts and such restriction may also include non-provision of certain facilities such as ATM Cards, Debit Cards, PhoneBanking, Internet Banking,

etc. HSBC Premier's Junior Savings Account is a minor account in the name of the child under the age of 18 years

23.13 Business hours: Every branch of the Bank shall indicate the timings on any given business day, during which the branch will undertake banking transactions. Transactions as indicated by the Bank from time to time including transactions such as deposits, withdrawals, transfers, instrument purchases (for example, those relating to cash, cheques, pay orders, demand drafts, telegraphic and other transfers, opening of accounts, changes to account title, mode of operation, mandate, replacement of ATM cards), sought after such timings on any business day, may, at the sole discretion of the Bank, be accepted for execution on the next business day. The Bank shall not be responsible or liable in any manner for and/or on account of so processing and giving effect to the transactions and shall not be responsible for any losses including loss of interest, or for any liability incurred/suffered by the customer including but not limited to, for return of cheques, arising out of a transaction not being shown as of the actual day of acceptance of the instructions/ investments. Instruments, as indicated by the Bank from time to time (for example, cheques, demand drafts, pay orders), deposited after the time of clearing on any other day for the day by the Bank in the ordinary course of business, shall be sent for clearing only on the next business day

23.14 Dormant and unclaimed account: Where an account has been inactive for a period of time as decided by the Bank (please refer to the Bank for the applicable periods in respect of the different account types), the Bank may designate the account as 'dormant' and restrict or impose conditions for accessing the account. Further, current accounts and savings account(s) which have not been operated for a period of two years will be classified as 'unclaimed' and will be levied a charge as per our current tariff. Account holders will be required to be present in person at a branch of the Bank, with suitable identification to reactivate such unclaimed accounts or to close such account

23.15 Deposit insurance: Accounts held with the Bank are covered under the Deposit Insurance Scheme offered by Deposit Insurance and Credit Guarantee Corporation (DICGC) of India up to an aggregate value of ₹1,00,000 per depositor

23.16 Attachment orders: Accounts upon which an attachment order or other legal notice prohibiting operations of the accounts have been received will be blocked and no further operation will be allowed, till such time as the prohibition order is removed

23.17 Nomination facility

(a) Succession to the amount lying to the credit of the account and/or operation thereof on the death of the person authorised to operate the account shall be in accordance with the rules for the purpose prescribed by the Bank from time to time and effective at the date of the claim;

(b) Nomination facility is available for all types of accounts of individuals, single or joint as well as proprietorship concern as per the nomination rules framed under the relevant act. Customers are advised to make use of this facility in their own interest

(c) Bank recommends that all customers avail nomination facility. Separate nomination must be made by customers for savings account and fixed deposits as and when they are placed

23.18 Governing law: These terms and conditions shall be governed by and construed in accordance with the laws of India, and courts of Mumbai shall have the exclusive jurisdiction to try and entertain any disputes regarding the aforesaid terms and conditions

23.19 Dormant and unclaimed account: We have the right to designate the account as 'dormant' and restrict or impose conditions for accessing an account if it has been inactive for a period of time set by us. Please refer to us for the applicable periods in respect of the different account types. The applicable periods may vary depending on the account types and we will provide further information upon request. The Bank may designate the account as 'dormant' and restrict or impose conditions for accessing the account. Further, current accounts and savings accounts, which have not been operated for a period of two years, will be classified as 'unclaimed' and will be levied a charge as per our current tariff. Account holders will be required to be present in person at a branch of the Bank, with suitable identification to reactivate such unclaimed accounts or to close such account

23.20 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, value added tax and any other 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 extra-territorial 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 person) 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 extra-territorial 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

23.21 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 Bank is unable to contact the account holder at the address/contact number provided by them at the time of account opening/ updated in Bank records

24. Definitions

'Account' means each of the savings account, current account, fixed deposits account, and any other accounts opened or to be opened by the customer and provided for in the above terms and conditions

'ATM card' means any card in relation to the account and/or a tier issued to the customer by the Bank which may be used to effect banking transactions by electronic means, whether at Automated Teller Machines or such other mediums as shall be made available by or are acceptable to the Bank from time to time

'Bank' means The Hongkong and Shanghai Banking Corporation Limited in India, including its successors and assigns

'Branch of account' means the branch of the Bank at which a related account is opened.

'Business day' means a day (other than a Sunday, or a bank holiday as per any applicable

statute) on which banks are open for business (including dealings in foreign exchange and foreign currency deposits) in the relevant State or Union Territory of India. 'Credit Card' means a Credit Card issued by the Bank

'Customer' means the person who is the holder of an account. Where there is more than one such person, references to the 'Customer' shall be construed, as the context requires, to any, all or each of them. 'Debit Card' means any card in relation to the account and/or a tier issued to the customer by the Bank which may be used to effect banking transactions by electronic means, whether at Automated Teller Machines, Point of Sale terminals or such other mediums as shall be made available by or are acceptable to the Bank from time to time

'Dropbox' is a box placed at the Bank's premises for the deposit of cheques, warrants, other monetary instruments, correspondence, etc

'Features' means the Services, rewards, benefits, privileges and the likes that a customer is able to enjoy under and/or in connection with a tier

'INR' means Indian Rupees

'HSBC Group' means HSBC Holdings plc and its subsidiaries and associates and any of their branches

'HSBC Premier' is one of the tiers made available by the Bank to eligible customers.

'Instruction(s)' means each and any instruction given by any means or mediums as may be acceptable to the Bank from time to time and may include by facsimile, by telex, by telephone, the Automated Teller Machines, via Point of Sale terminals, by or via any other electronic means or mediums and/or by any other means or mediums as may be acceptable to the Bank from time to time

'Maturity date' means, in relation to each deposit, the date of maturity of such deposit as agreed by the Bank and the customer, or if such date is not a business day, the next following date which is a business day; or otherwise as determined in accordance with these terms and conditions

'Personal data' means personal information of the customer or that of any other person provided by the customer

'PhoneBanking Services' means the Services provided by the Bank to the customer referred

to in section titled 'PhoneBanking Services' which may be utilised by the customer through the telephone

'PIN' means the Personal Identification Number for the time being established for the customer for the purpose of identification of the customer in giving instructions to the Bank by telephone or for use with an ATM Card or a Credit Card, including any code number assigned to the customer by the Bank and any numbers subscribed by the customer for that purpose

'Services' means any one or more of the products, accounts or Services made available to the customer, whether under a tier or otherwise, at any time and from time to time, including without limitation, credit facilities and account Services

'Standing instructions' refer to an instruction to undertake regular transfers or payments to a pre-determined payee/account upon the occurrence of a customer-specified event such as anniversary, account balance reaching a specified criteria, etc., as may be permitted by the Bank from time to time, at its sole discretion

'Statement of account' means a statement relating to the Services, the accounts, the tier and/or such other information as may be determined by the Bank from time to time. 'Tariff' means a schedule of Service charges/fees levied by the Bank for the provision of Services

'Tier' means a tier designated by the Bank and allocated to a customer which allows the customer to enjoy certain features under and/or in connection with the master account

'Telephone instructions' means instructions given by the customer over the telephone

HSBC Premier Platinum Debit Card Service Guide and Terms and Conditions

Welcome to the world of The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India). You will be pleased to know that you now have an HSBC Premier Platinum Debit Card that brings you convenience and privileges.

The Debit Card gives you electronic access to your savings or current account with HSBC India. As a part of HSBC India's constant endeavour to offer its customers enhanced value, the Debit Card from HSBC India offers the added protection of Chip technology – a global security standard in cards. Debit Cards from HSBC India are classified as 'Chip and PIN' Debit Cards.

Your HSBC Premier Platinum Debit Card can be used¹ at HSBC Group ATMs of Visa network and at Visa merchant outlets.

The HSBC Premier Platinum Debit Card offers you the best possible alternative to carrying cash and allows you extensive access to your savings or current account, anywhere and anytime.

To learn more about the Services you can enjoy and the usage of your HSBC Premier Platinum Debit Card, please read this user guide and Card holder's agreement thoroughly.

Thank you for giving us the opportunity to serve you. We look forward to being of Service to you and hope you will enjoy using your HSBC Premier Platinum Debit Card.

¹Subject to you opting for international usage on your Debit Card. Please refer to terms and conditions to know more about international usage.

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Knowing Your HSBC India Premier Platinum Debit Card - Important definitions

1. **Chip:** The embedded Chip provides the latest in security features. The Chip protects your card from fraudulent usage – especially counterfeiting and skimming card frauds.
2. **Debit card number:** This is your exclusive 16-digit card number. Please quote this number in all communication/ correspondence with the Bank.
3. **Your name:** Only you are authorised to use your debit card. Please check to see that your name has been correctly printed.
4. **Electronic usage sign:** In case of purchase transactions, the HSBC India Premier Platinum Debit Card can only be used at merchant outlets with Point of Sale (POS) swipe terminals. Please do not use your HSBC India Premier Platinum Debit Card at merchants with 'paper imprinters' or for Mail Order/Telephone Order (MOTO) transactions.
5. **Valid From - Expires End (mm/yy):**
Your Debit Card is valid from the first day of the month until the last day of the month of the year indicated on the Debit Card.
6. **Visa Electron/Visa logo and hologram:**
Any merchant establishment displaying this logo should accept your HSBC India Premier Platinum Debit Card.
7. **Magnetic stripe:** Important information pertaining to your HSBC Premier Platinum Debit Card is encoded here. Please protect your HSBC Premier Platinum Debit Card from scratching and exposure to magnets and magnetic fields as they can damage the stripe.



8. **Signature panel:** Please sign this panel immediately on receipt of your HSBC Premier Platinum Debit Card with a non-erasable ball point pen (preferably in black ink). The signature you will use to sign charge slips at merchant outlets needs to be the same as this signature.
9. **Personal Identification Number (PIN):**
You will receive a confidential PIN for use of your Debit Card at ATMs.
10. **Gross Negligence:** 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 is not covered under the insurance cover offered by the bank.
11. **Lost Card Liability:** The HSBC Premier Platinum Debit Card holder has nil lost Debit Card liability after reporting and registering the loss of the HSBC Premier Platinum Debit Card to HSBC. Lost Card Liability protection is offered both by ICICI Lombard and VISA.



Important Points

For your safety, the HSBC India Premier Platinum Debit Card sent to you is inactive, for use at merchant establishments or for online transactions (Please refer to the section 'Getting started with your HSBC Premier Platinum Debit Card' on page 10 for details on how to activate your card)

- A Personal Identification Number (PIN) will be issued to you separately, for using your HSBC Premier Platinum Debit Card at ATMs and POS terminals
- You will be required to authenticate your purchases at merchant outlets in India using your 6-digit PIN at the Point of Sale (POS) terminal, to complete the payment. Please contact us in case you need a new PIN to be issued
- For all Debit Cards issued on or after 1 December, 2013, customers who have opted for domestic usage will not be able to make any overseas transaction, ATM and Point of Sale (POS) including online transactions on international websites
- Please note in absence of usage preference, bank shall issue a Debit Card with domestic usage only
- To convert the card from domestic usage to international or vice versa, you can call HSBC PhoneBanking numbers or submit a 'Domestic/International Card Usage Form' at the nearest HSBC branch. The form is also available under application forms section in www.hsbc.co.in
- For successful use of your Debit Card it is important that your bank account is operational and has sufficient balance at any given point of time. Your Debit Card also needs to be operational, i.e. it should neither be blocked/hotlisted nor expired
- For online purchases, you should fill in the correct Debit Card details including CVV number (found at the back) and OTP which you would get as a test message on your mobile number registered with us. OTP is valid for that particular transaction only
- Please check the name on your HSBC Premier Platinum Debit Card and sign on the signature panel on the reverse of your HSBC Premier Platinum Debit Card
- Do remember to begin using this Debit Card only from its 'Valid From' date
- To know more on your Debit Card usage, please refer to the Frequently Asked Questions (FAQs) hosted in www.hsbc.co.in or call HSBC PhoneBanking for further details
- Since PIN/signature verification is essential for Debit Card transactions, you need to be physically present along with your HSBC Premier Platinum Debit Card at the time of purchase through non PIN enabled POS terminals, i.e. the HSBC Premier Platinum Debit Card cannot be used for Mail Order/Telephone Order (MOTO) transactions. By using your Debit Card, you accept the terms and conditions stated in the Card holder's agreement. The terms and conditions are also uploaded on the HSBC India website for Card holders information
- In case you use your HSBC Premier Platinum Debit Card as a Power of Attorney (POA) holder (on behalf of the account holder(s)), we require you to state 'POA Holder' or 'Constituted Attorney' below your signature at the time of executing payments at merchant establishments on the charge slip
- We request you to intimate the Bank, in case of change of residency status as per Foreign Exchange Management Act, 1999 (FEMA). Please surrender your Debit Card before proceeding overseas on permanent employment and/or emigrating and/or changing your nationality. Please ensure that use of your Debit Card is in accordance with the relevant Exchange Control Regulations issued and amended by Reserve Bank of India from time to time and adheres with the provisions under the FEMA. Any violation may hold you liable for action as per the guidelines of the Act
- If you are receiving an HSBC Premier Platinum Debit Card on renewal of your existing Debit Card, then a new ATM PIN will not be issued. Please use your existing ATM PIN for activation of your card

- If you have an existing/earlier issued HSBC Debit Card linked to any of the accounts which is linked to this HSBC Premier Platinum Debit Card, it will be deactivated 30 days from the date of this letter. To prevent any misuse, please remember to destroy your earlier Debit Card by cutting it across the magnetic stripe, once you have used your HSBC Premier Platinum Debit Card
- You will be able to access only your primary account at merchant establishments, whilst transacting on this Debit Card
- You can use your HSBC Premier Platinum Debit Card at HSBC Group ATMs of Visa network and at Visa merchant outlets worldwide

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.

From 15 September, 2016, 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 email alerts on your registered email ID, confirming the Debit Card transaction. To avail this facility, please ensure that your current email ID and mobile number is registered on Bank's records. To update mobile/email ID, please call HSBC Phone banking numbers. Alternatively you can update the same through Personal Internet Banking.

Please note:

HSBC Debit Card 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, ATMs affiliated to the Visa network and Visa merchant outlets in India.

Getting started with your HSBC India Premier Platinum Debit Card

Activating Your HSBC India Premier Platinum Debit Card

For security reasons, we send you an inactive card. You need to activate your card first, before using the card at any merchant establishment or for online transactions. To activate your HSBC Premier Platinum Debit Card:

1) Use your HSBC Premier Platinum Debit Card at any Visa ATM, by entering the ATM PIN. This is applicable only to Debit Cards linked to HSBC India Resident and/or Non-Resident External (NRE) account

Or

2) Use your Debit Card at POS terminal that supports Chip and PIN capability. You will need to enter your 6 digit ATM PIN after the merchant dips the Debit Card at the POS terminal

Or

3) Make a Telephone Banking PIN verified call to our HSBC India PhoneBanking numbers to confirm receipt and they will activate your HSBC India Premier Platinum Debit Card. The debit card can also be activated through PIN verified call on the IVR

A Personal Identification Number (PIN) will be issued to you separately for using your debit card at ATMs and POS terminals.

Please note:

In case your HSBC India Debit Card is linked to Non-Resident Ordinary (NRO) account or is a Power of Attorney debit card linked to HSBC India NRE Account, you are requested to use the debit card at any Visa ATM /merchant outlet in India, by entering the ATM PIN issued by HSBC India.

Merchant Establishment

You need to follow these simple steps to make payments at merchant establishments with your HSBC India Premier Platinum Debit Card.

1. Look for a Visa logo at the merchant establishment. The merchant must have a Point of Sale (POS) swipe terminal
2. Shop and select the goods you wish to purchase
3. Present your HSBC India Premier Platinum Debit Card to the merchant at the time of making payment. The merchant will dip the debit

card into the card reader in the POS terminal and enter the amount to be paid by you

4. At the PIN enabled POS outlets, you will be required to enter your ATM PIN on the POS machine
5. A charge slip is generated from the electronic swipe terminal
6. Check the amount on the charge slip and sign it. Your signature must match that on the HSBC Premier Platinum Debit Card
7. The merchant verifies the signature and returns the HSBC Premier Platinum Debit Card along with charge slip
8. After a successful authorisation, a hold for the transaction amount will first be placed on your account. Your account will subsequently be debited for the transacted amount
9. Please refer to the section titled 'Important guidelines on international usage' for details on usage of your HSBC Premier Platinum Debit Card at merchant establishments located outside India

Online usage

- Your HSBC Premier Platinum Debit Card can be used for shopping online at websites where Visa cards are accepted. Whether it is travel or movie tickets, hotel reservations, shopping for luxuries, paying utility bills or making investments, you can do it safely from the comfort of your home Your online transactions are secured by 3D Secure (3DS) technology, which is an added layer of security for online Credit and Debit Card transactions. 3DS was developed to improve the security of online transactions and is offered to customers as the Verified by Visa (VbV) Service
- Please note that you will not be able to transact online other than VbV sites
- To shop online with your HSBC Premier Platinum Debit Card, you would require to authenticate the transaction using an OTP (One Time Password). The OTP will be automatically sent by our system to your registered mobile number via SMS, when you initiate the online transaction. At the VbV authentication screen, you will be required to enter the 6 digit OTP to complete the online transaction

- Please ensure, you have registered your mobile number with the Bank to receive the OTP and authenticate the online transaction
- All merchants in India offering online transaction option on their websites are required to implement two-factor authentication as per RBI mandate. Therefore, in case an Indian website does not provide VbV Service, the transaction will be declined
- If the website is based abroad and does not provide VbV Service, the online transaction will be selectively approved, based on the type of purchase transaction and as per HSBC India's policy
- You are requested to adhere to the terms of usage of your HSBC Premier Platinum Debit Card while undertaking such online transactions

At ATMs

At an HSBC ATM, you can perform any of the following transactions:

1. Cash withdrawal
2. Balance enquiry
3. Obtain a mini account statement - Last 8 transactions on your account
4. Transfer funds between HSBC Accounts
5. Change PIN
6. Request account statements
7. Request a cheque book
8. Deposit cash/cheque at select ATMs where this facility is available

Please note:

At other bank Visa ATMs, you can only access the primary account linked to your HSBC Premier Platinum Debit Card.

Your Bank account linked to your HSBC India Premier Platinum Debit Card should have appropriate balance to carry out any transactions on your Debit Card.

Cash withdrawals and balance enquiries overseas will attract a transaction fee of ₹120 (per transaction) and ₹15 (per enquiry) respectively. The Bank will charge (w.e.f. 20 July, 2009) a cross currency conversion mark-up of 3.5% of the INR value of the transaction (applicable taxes extra) on all international transactions (ATM and Point of Sale) using the HSBC Premier Platinum Debit Card. Applicable taxes as per the prevailing rates. Please refer tariff sheet on page 64 for further details.

Benefits of HSBC India Premier Platinum Debit Card

Your HSBC Premier Platinum Debit Card entitles you to a host of privileges:

• Enjoy higher Transaction Limits

For HSBC Premier Platinum Debit Card holders, the daily ATM cash withdrawal limit and purchase transaction limit are ₹250,000 per day, subject to the balances held in the account. Please note that the limits on cash withdrawal and purchase transactions are subject to clear funds available in HSBC Premier account/s. 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

• Enjoy 24x7 access to HSBC India PhoneBanking/Customer Services

To activate your HSBC Premier Platinum Debit Card or for any queries regarding your HSBC Premier Platinum Debit Card, please call HSBC India PhoneBanking. To know the HSBC India PhoneBanking numbers in your city, please refer to the section 'PhoneBanking Numbers'

• 24x7 Concierge Service

As a privileged HSBC Premier Platinum Debit Card holder, enjoy 24-hour access to a wide range of special assistance Services, making your life simpler. To avail of the concierge Services from India, just dial 000 117 followed by 866 765 9643. This number is accessible only from a phone which has international dialling facility. This is a toll-free number from India and you will not be charged for this call

• Additional Cards

Additional HSBC Premier Platinum Debit Cards will be issued to joint account holders of the account, provided the operating instructions for the account are 'Anyone or Survivor'. To know how to apply for additional cards, please call HSBC India PhoneBanking

• Effective Money Management Tool

All transactions on your HSBC Premier Platinum Debit Card including those on additional cards will reflect along with the relevant details on your regular bank account statement sent periodically

Insurance cover on your HSBC India Premier Platinum Debit Card

Your HSBC Premier Platinum Debit Card is insured through insurance Service provider ICICI Lombard that covers you up to ₹5,00,000 under the following scenarios -

- Lost Card Liability
- Counterfeit/Skimming of Cards
- Online fraud protection
- Lost Card Liability*

Your liability for unauthorised transactions on the Lost Card. The HSBC India Premier Platinum Debit Card holder has nil lost Debit Card liability after reporting and registering the loss of the HSBC Premier Platinum Debit Card to HSBC India. Please refer the terms and conditions for details

- Counterfeit Cards

Skimming i.e. any Fraudulent use of a Bank Card(s) where property, labour or Services are sold and delivered by a merchant to an individual purporting to be the Card holder using telephone, fax machines, postal Services or a computer based system or network is covered under this Policy

- Online fraud protection

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

*Lost Card Liability Protection is also provided by VISA up to ₹1,00,000; however customers may choose to claim either from VISA or from ICICI Lombard

- Lost Card protection provided by VISA. You are protected directly by VISA, from any financial liability, arising from purchase transactions done on your card, for up to 30 days prior to reporting the loss to HSBC. The maximum liability cover per card is ₹1,00,000
- VISA Platinum Offers. Enjoy VISA Platinum privileges. Visit www.visaplatinum.com for more details and terms and conditions

International Usage of your HSBC Premier Platinum Debit Card

[Applicable to Debit Cards issued on Resident and NRE accounts, if opted for international usage]

Your HSBC Premier Platinum Debit Card can be used at Visa ATMs overseas for cash withdrawals and at Visa merchant establishments overseas for purchases. However, it is not valid for making transactions in currencies other than the local currencies of India, Nepal and Bhutan when travelling in Nepal and Bhutan.

To enhance security on your transactions, Debit Cards issued on or after 1 December, 2013 will have an option of international or domestic usage facility. Card holders who choose domestic usage facility will not be able to carry out the following kinds of transactions –

- POS (Point of Sale) transactions outside India
 - E-commerce transactions on international websites
 - Transactions at ATMs located outside India
- Steps for usage of the Debit Card will be the same as usage in India. Your transaction will be in foreign currency but your account will be debited in INR. The rate of exchange will be determined by HSBC India.

All international transactions on your HSBC Premier Platinum Debit Card will be reflected in your bank account statement.

Please note that you will be able to access only your primary account, while transacting at Visa ATMs and merchant establishments overseas.

Please note:

The Bank will charge (w.e.f. 20 July, 2009) a crosscurrency conversion mark-up of 3.5% of the INR value of the transaction (excluding applicable taxes) on all international* transactions (ATM and Point of Sale) using the HSBC Premier Platinum Debit Card.

Visa Global Customer Assistance Services (VGCAS)

HSBC Debit Card holders can receive global assistance 24 hours a day, and 7 days a week when they travel overseas from Visa Global Customer Assistance Services.

Please note that the Services are charged as follows:

i) Miscellaneous customer Service enquiries ii) USD 5 per call lost/stolen card reporting USD 35 per card. The charges are subject to change and you are requested to verify the same with the Service providers.

These Services are available to you at the following toll free numbers:

Australia: 1-800-450346 Canada: 866-639-1911
Hong Kong: 800-900-782 United Kingdom:
0800-169-5189

Singapore: 800-4481-250 United States:
866-765-9644

For any other country, please log on to the Visa website www.visa-asia.com

Important guidelines on international usage

- All Chip Debit Cards issued on or after 1 December, 2013 will be enabled for domestic or international usage as per the preference of the Card holder at the time of Debit Card application
- In case you use your HSBC Platinum Debit Card internationally where the merchant does not have a Chip enabled POS terminal, the magnetic stripe on your Debit Card is then utilised for that international transaction. A limit of USD 1500 per transaction will apply, subject to the 'purchase transaction limit' (as defined in the tariff schedule) and available balance on your linked HSBC India account
- Card holders have the option to change the status of their Debit Cards, either to domestic usage or international usage during the life of the card. To convert the card, you can call HSBC India PhoneBanking numbers or submit a 'Domestic/International Card Usage Form' at the nearest HSBC India branch
- All expenses including cash withdrawals incurred overseas must be strictly in accordance with the relevant guidelines of the Foreign Exchange Management Act, 1999 (FEMA)

Please note:

The aggregate expenses you incur overseas (i.e. through cash/traveller's cheques/your bank account/Debit Card/Credit Card) should not exceed the limit set by RBI from time to time. For more details on your foreign exchange entitlement, please visit your nearest HSBC branch or call HSBC PhoneBanking/Customer Service representatives in your city.

- Any violation of the exchange control regulations arising out of utilisation of this HSBC Premier Platinum Debit Card is the responsibility of the individual HSBC India Premier Platinum Debit Card holder (primary/additional) and he/she shall be liable for action under the provisions of the FEMA, and any other regulations in force from time to time
- The onus of ensuring compliance with the regulations is with the holder of the internationally valid HSBC Premier Platinum Debit Card
- Your account statement reflects both domestic and international Debit Card transactions. Each international transaction will show the amount in the transaction currency together with the corresponding Rupee equivalent
- To track your overseas spends in order to ensure that they are within permissible RBI limits, you will have to convert the equivalent Rupee amount shown on your statement for each overseas transaction to USD, using the day's telegraphic transfer selling rate, which can be obtained from your authorised dealer
- All transactions (domestic and international) incurred by your additional Debit Card holders will also be reflected on your account statement. Additional Debit Card holders also must ensure that the expenses they incur overseas are strictly in accordance with the Exchange Control Regulations of the RBI
- In case the Debit Card is used for both business and personal expenses, the two must be tracked separately to ensure that you comply with both the Basic Travel Quota and Basic Travel Allowance permissible limits

- The Card holder will intimate HSBC India, in case of change of residency status as per FEMA. The Card holder shall surrender Debit Card before proceeding overseas on permanent employment and/or emigrating and/or changing nationality. Please ensure that use of card is in accordance with the relevant Exchange Control Regulations issued and amended by Reserve Bank of India from time to time and adheres with the provisions under the FEMA. Any violation of FEMA will render the Card holder liable for action thereunder
- In case your Debit Card is lost/stolen or if you suspect that your Debit Card has been used fraudulently, call the HSBC India PhoneBanking numbers immediately to report the loss. The Bank will block the card immediately. In case you need your debit card to be re-issued, you can place a request through the HSBC India PhoneBanking numbers

Safeguarding your HSBC Premier Platinum Debit Card

Do's	Don'ts
Treat your Debit Card like cash and keep it with you always.	Never leave your Debit Card unattended.
Your Debit Card is for your exclusive use only.	Never surrender your Debit Card to anyone other than a designated Bank Officer at the HSBC branch and that too after destroying it.
When you destroy your card upon card expiry or closure of your account, cut it into several pieces through the magnetic stripe.	Never reveal or surrender your Visa ATM PIN to anyone.
Please memorise your ATM Personal Identification Number (PIN) and destroy all physical evidence of the PIN.	Never keep a written copy of ATM PIN in proximity of your Debit Card.
It is recommended that you change the ATM PIN to a number of your choice as soon as possible and at regular intervals (at least once in three months thereafter).	When transacting at a merchant outlet, never sign an incomplete charge slip.
Always ensure that the Debit Card is used in your presence when transacting at merchant establishments.	Do not attempt to use your Debit Card at merchant establishments that do not possess Point of Sale swipe terminals.
Please promptly notify HSBC India in writing of any changes in your telephone number or mailing address.	Do not attempt to use your Debit Card for making purchases via telephone/mail, on the internet or in any other 'Card not present' situation.

HSBC India aims to give you the highest level of Service and keep you informed of products and Services that may be of interest to you. If you require any assistance or are not satisfied with our Services, please call our PhoneBanking numbers or write to your Branch Manager. Details are available on HSBC India website www.hsbc.co.in

HSBC Premier Platinum Debit Card Tariff Sheet

Service	Fees
Annual fee (p.a.)	Free
Additional card (p.a.)	Free
HSBC ATM cash withdrawal and balance enquiry India/Overseas	Free
Number of free^ cash withdrawal transactions at other banks' ATMs in India/overseas	Free
Non HSBC ATM cash withdrawal (outside India)	₹120 per transaction
Non HSBC ATM balance enquiry (outside India)	₹15 per enquiry
Card replacement fee (within India)	Free
Card replacement fee (outside India)	Free
PIN replacement fee	Nil
Card replacement fee	Nil
Charge slip retrieval/charge back processing fee	₹225
ATM cash withdrawal limit (per day)	₹2,50,000
Purchase transaction limit (per day)	₹2,50,000
Transfer limits (to accounts linked to or not linked to card) (per day)	₹1,50,000
Per transaction limit for cash withdrawal at other banks' ATMs in India	₹10,000
Transactions declined due to insufficient funds at an ATM	Free

The Service charges are subject to applicable taxes as per prevailing rates. Please visit www.hsbc.co.in under bulletin board section to know more about applicable taxes.

Note:

- Tariff structure is subject to change from time to time. Changes will be made with prospective effect giving notice of one month
- Use of Debit Card at petrol pumps would invite a surcharge of 2.5% of the petrol purchase value or ₹10 (whichever is higher)
- The Bank will charge (w.e.f. 20 July, 2009) a cross currency conversion mark-up of 3.5% of the INR value of the transaction (excluding applicable taxes) on all international transactions (ATM and Point of Sale) using the HSBC Premier Platinum Debit Card

Non Resident country specific disclaimers (applicable only for Non Resident customers)

NRI deposits are under the Reserve Bank of India programme for Non-Resident Indians and are governed by the rules in effect from time to time relating to such programmes, are subject to the sovereign risk arising from and governed by the laws of, or any changes to the laws of India. NRI deposits/ accounts are held with The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India) and are not insured by any insurance company or corporation outside India and are payable only at the branch of the Bank in India where the deposit is made.

Non-Resident (NR) Accounts and Non-Resident Indian (NRI) Services are offered by The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India) under the Reserve Bank of India programme for Non-Resident Indians and are governed by the extant rules and regulations and the applicable laws of India, relating to such programmes, and are subject to the sovereign risk arising from any changes to such laws/rules/regulations.

Approved for issue in the UK by HSBC Bank plc. 8 Canada Square, London E14 5HQ. Deposits/investments made with non-UK members of the group do not benefit from the protection provided under the UK Financial Services and Markets Act 2000, including the UK Financial Services Compensation Scheme under the UK Financial Services and Markets Act 2000.

NR deposits are offered under the Reserve Bank of India programme for Non-Resident Indians and are governed by the rules in effect from time to time relating to such programmes, are subject to the sovereign risk arising from, and governed by the laws of, or any changes to the laws of India. NR deposits with the Bank in India are not insured by Federal Deposit Insurance Corporation (FDIC) of the USA, nor by any other insurance company or corporation outside India and are payable only at the branch of the Bank in India where the deposit is made. Under current

US tax laws, US citizens and residents are subject to tax on their worldwide income. You should consult your tax advisor for the US treatment of income from these deposits.

NRI accounts and Services are offered by The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India).

HSBC India is a branch of The Hongkong and Shanghai Banking Corporation Limited. The Hongkong and Shanghai Banking Corporation Limited has a Representative Office in the UAE licensed by the Central Bank of the United Arab Emirates.

Deposits/accounts held with HSBC India are not protected deposit and are not protected by Deposit Protection Scheme in Hong Kong.

For Residents within Kingdom of Bahrain, we remind you that deposits made with HSBC India do not benefit from the protection provided under the Deposit Protection Scheme established by the Central Bank of Bahrain regulation concerning the establishment of a Deposit Protection Scheme and a Deposit Protection Board.

NRI Services are provided by HSBC India. HSBC India is the branch of The Hongkong and Shanghai Banking Corporation Limited and HSBC India is not regulated in Canada. NR deposits with the Bank in India are not insured by Canadian Deposit Insurance Corporation (CDIC), nor by any other insurance company or corporation outside India and are payable only at the branch of the Bank in India where the deposit is made. You should consult your tax advisor for the Canada treatment of income from these deposits.

Deposits and accounts held with HSBC India are not protected by the Australian Financial Claims Scheme

PhoneBanking numbers –

Toll Free numbers:

1800 103 4722 or 1800 266 3456

HSBC Premier PhoneBanking numbers for NR customers -

Calls to India from overseas:

+91 - 22 - 6666 8815

Bahrain: 8000 4619 (Toll Free)

Canada: 011 800 177 36666 (Toll Free)

Hong Kong: 001 800 177 36666 (Toll Free)

India: 1800 103 4722 (Toll Free) /1800 266 3456 (Toll Free)

Indonesia: 001 8030176404 (Toll Free)

Kuwait: 965 22230782 (Local Rates)

Malaysia: 00 800 177 36666 (Toll Free)

New Zealand: 00 800 177 36666 (Toll Free)

Oman: 968 24762789 (Local Rates)

Qatar: 974 4366852 (Local Rates)

Saudi Arabia: 8008 140089 (Toll Free)

Singapore: 001 800 177 36666 (Toll Free)

Thailand: 001 800 177 36666 (Toll Free)

UK: 00 800 177 36666 (Toll Free)

United Arab Emirates: 8000 177023 (Toll Free)

United States of America: 1 800 952 7145 (Toll Free)

Issued by The Hongkong and Shanghai Banking Corporation Limited, India.

Incorporated in Hong Kong SAR with limited liability

Terms and Conditions of the HSBC Premier Platinum Debit Card

The terms and conditions for use of the Debit Card, issued on savings or current accounts held by individuals, are as specified in this document and as amended by HSBC India from time to time. The account holder(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 account holder(s) will also continue to remain bound by the terms and conditions of operation, of Card holder's current/savings account with HSBC.

Definitions:

1) HSBC or the 'Bank' means 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 India Corporate Office at 52/60 Mahatma Gandhi Road, Mumbai 400 001 (which reference shall be deemed to include its successors and assignees)

2) Debit Card means HSBC India Premier Platinum Debit Card as appropriate, the internationally valid Premier Platinum Debit Card issued by HSBC India to a Card holder

3) Card holder refers to a person to whom an HSBC India Premier Platinum Debit Card has been issued by HSBC India on an HSBC Premier Account held with HSBC India. The Card holder should be either the sole account holder or, in case of joint accounts, the sole signatory or authorised to act alone

4) Account holder refers to the individual(s) who hold(s) a Premier account with HSBC India, whether in the sole capacity or as a joint holder

5) Account(s) refers to the savings or current accounts held by individuals and that have been designated by HSBC India to be eligible for the valid operation of the HSBC Premier Platinum Debit Card

6) ATM refers to Automated Teller Machines

7) Authentication means validation of an online OTP

8) Chip means Chip embedded in internationally valid HSBC Premier Platinum Debit Card issued by HSBC India to a Card holder. The embedded Chip provides the latest in security features. In addition to this, Chip card also has a magnetic stripe (magstripe card) to support fallback transactions on the Chip card

9) Fallback refers to the payment transaction effected on the Debit Card by swiping the card on a Point of Sale (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 1500 per transaction limit will thereby apply on international transactions

10) Statement means a periodic statement of account(s) sent by HSBC India to an account holder setting out the transactions (including Debit Card transactions) carried out in the account during the given period and the balance in such an account. It may also include any other information related to the account that HSBC India may deem fit to include

11) Transaction means any permissible instruction given by a Card holder 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 (POS), cash/cheque deposits, etc)

12) Merchant Establishments shall mean establishments wherever located which honour the Debit Card and shall include, amongst others, stores, shops, restaurants, airline organisations, etc., advertised by HSBC or Visa International

13) POS refers to Point of Sale swipe terminals that permit the debiting of the demand deposit accounts for purchase transactions at merchant establishments

14) Dip refers to inserting the Chip card at the POS terminal slot/Chip reader for initiating the card payment transaction by processing the information in the Chip

15) Swipe refers to the act of swiping the card in the POS terminal slot/reader for initiating the card payment transaction by processing the information in the magnetic stripe at the back of the card

16) One Time Password (OTP) means any password(s) or other means of authentication as we may specify from time to time, which will facilitate Card holder making debit card payments through the internet in a secured manner at merchant establishment

17) SMS refers to Short Message Service which allows the Card holder to receive text messages sent through a mobile Service network

18) Online Transaction means purchase or payment transaction at websites.

19) 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

20) International Transactions refers to all transactions effected by the Card holder from HSBC India outside of India, Nepal and Bhutan

21) VISA shall mean a mark owned by VISA international

22) VISA ATM Network shall mean ATMs that honour the Debit Card and that display the VISA or Electron symbols

23) PIN means a Personal Identification Number used in conjunction with a card

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, 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.

Issue of HSBC India Premier Platinum Debit Card

1) Debit Card will be issued to minors above 16 years only, with the parent/guardian's consent and request.

2) The issue and use of Debit Card shall be subject to RBI regulations as also HSBC India's terms and conditions, as applicable from time to time.

3) The Debit Card and the related PIN will be issued in the name of the Card holder, who will be responsible to keep the said HSBC India Premier Platinum Debit Card under his/her custody.

Usage of HSBC India Premier Platinum Debit Card

The Card holder or, in case of joint account, all the account holders jointly and severally shall be responsible for all transactions effected by the use of Debit Card, whether or not the transactions were/are authorised by the Card holder(s) /account holder(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.

Card holder obligations and card validity

1) The Card holder must sign the Debit Card immediately upon receipt. The Card holder must not permit any other person to use it and should safeguard the HSBC Premier Platinum 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 Card holder for use with the Debit Card or any numbers chosen by the Card holder as a PIN are for the use of the Card holder 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 up to the last date of the month/year indicated on the face of the card. The Card holder 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 Card holder before the expiry of the Debit Card.

4) The account shall be debited with the amount of any withdrawal, transfer and/or any other transactions effected by use of Debit Card. The Card holder shall maintain sufficient funds in the account to meet any transactions. The Card holder shall not be entitled to overdraw the account with the Bank or withdraw funds by use of Debit Card in excess of the overdraft limit, if any, agreed with the Bank.

ATM usage of HSBC Premier Platinum Debit Card

1) Depending on the usage validity (Domestic/International) as opted for by the Card holder at the time of application, 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, in absence of usage preference, bank shall issue a Debit Card with domestic usage only.

3) HSBC India Debit Cards linked to Non-Resident Ordinary (NRO) account or Power of Attorney (POA) Debit Card linked to HSBC NRE account will have access only to HSBC India ATMs and ATMs affiliated to the VISA network in India.

4) Cash withdrawals, performed by the Card holder at the HSBC India Group/VISA ATMs in countries other than India, will be subject to a cash withdrawal fee, as per the prevailing tariff of charges. Cash withdrawals at non-HSBC India VISA ATMs will be subject to a fee and will be debited to the account at the time of posting the cash withdrawals.

5) HSBC Premier Platinum Debit Card holders can avail of unlimited ATM transactions per month at non-HSBC VISA network ATMs in India.

6) 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 released in the account. 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 Card holder.

7) 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 a Point of Sale (POS) swipe terminal. Any usage of the card for purchases at merchant establishments other than through a POS swipe terminal will be deemed unauthorised and the Card holder shall be responsible for such transactions.

2) As a security measure, 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 Card holder will be required to:

a) Use the Debit Card at any VISA ATM for a balance enquiry or cash withdrawal transaction OR

b) Use the Debit Card at any POS terminal that supports Chip and PIN capability. Card holder will need to enter 6-digit ATM PIN after the merchant dips the Chip Card at the POS terminal OR

c) Make a Telephone Banking PIN verified call to HSBC India PhoneBanking in the Card holder's city to confirm receipt and they will activate the Chip. The Debit Card can also be activated through PIN verified call on the IVR.

3) For making payments at merchant establishments, the Card holder may have to enter his 6-digit HSBC ATM PIN in the POS terminal, must sign the charge slip and retain the Card holder copy. Copies of the charge slip may be furnished by HSBC India at an additional charge. A charge slip with the signature of the Card holder together with proof of successful PIN validation, and the Debit Card number noted thereon shall be conclusive evidence between HSBC India and the Card holder, as to the extent of liability incurred by the Card holder. HSBC India shall not be required to ensure that the Card holder has received/availed the goods/Services to his/her satisfaction. Any charge slip not personally signed by the Card holder, but which can be proven as being authorised by the Card holder, will also be deemed to be the Card holder's liability

4) Duplicate copies of the charge slip may be furnished by HSBC India upon Card holder's request, at an additional charge.

5) The Debit Card is accepted at all electronic merchant establishments in India and overseas which display the VISA Electron logo. HSBC India does not accept any responsibility for any dealings the merchant establishment may have with the Card holder, 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 Card holder. HSBC India will not be responsible, if the Service is in any way deficient or otherwise unsatisfactory. Should the Card holder 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 Card holder from any obligations to HSBC India. HSBC India may, however, try and assist the Card holder wherever possible. For this, the Card holder should inform HSBC India of the complaint immediately along with any supporting documents.

6) The Card holder 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.

7) HSBC India accepts no responsibility for refusal by any merchant establishment to honour the Debit Card.

8) HSBC India accepts no responsibility for any surcharge levied by any merchant establishment and debited to the account with the transaction amount.

9) 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 Card holder's savings/current account (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 Card holder should notify HSBC India, along with a copy of the credit note from the merchant establishment.

10) 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 other accounts linked to Debit Card.

11) Any usage of the card other than electronic use will be considered as unauthorised and the Card holder will be solely responsible for such transactions, unless there is a specific offer by HSBC India to the Card holder. Electronic usage is construed as the charge slip/transaction slip printed electronically from the POS terminal.

12) The card is operable with the help of the Card holder's signature (only in case of cards issued with VISA) or the PIN and Card holder's signature at POS terminals installed at merchant locations depending on the functionality of the POS terminal.

13) HSBC Debit Cards linked to Non-Resident Ordinary (NRO) account or Power of Attorney (POA) Chip Debit Card linked to HSBC India NRE Account will have access only to VISA merchant outlets in India.

Usage online at websites

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

1) To shop online with HSBC Debit Card, the Card holder would be required to authenticate the transaction using an OTP. The OTP will be automatically sent by HSBC India's system to the Card holder's registered mobile number via SMS when the online transaction is initiated

2) The Card holder will be required to enter the 6-digit OTP at the Verified by VISA (VbV) authentication screen to complete the online transaction

3) Card holders 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 Card holder 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 Premier Platinum 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 Premier Platinum 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 Card holders will be responsible for the accuracy of his/her personal details provided by him/her to HSBC. Debit Card holders must inform HSBC immediately of any change in his/her particulars.

5) Debit Card holders will ensure that his/her mobile phone and number is able to receive text messaging both in India and overseas. Debit Card holders 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 Card holder's agreement with his/her mobile phone Service provider.

7) Debit Card holders acknowledge and agree that the sending of any SMS alert by HSBC and/or its receipt by Debit Card holders 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 Phone Banking 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 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 Card holder;

d) upon written request of the Card holder;

e) in the event of improper operation of the card account by the Card holder; or

f) at its own discretion.

14) HSBC reserves the right to begin changing a fee for such a Service by giving one month's prior notice to the Debit Card holder.

Terms and Conditions governing the use of the OTP facility

1) For online transactions where the OTP facility is applicable, the Card holder is required to enter an OTP sent to the Card holder via SMS on their registered mobile number for authenticating the transaction. HSBC India will not be liable for any merchant's refusal to accept Card holder's card for any payment in absence of OTP authentication for any reason whatsoever.

2) Card holders will be responsible for the accuracy of his/her personal details provided by him/her to HSBC India. Card holders must inform HSBC India immediately of any change in his/her particulars.

3) Card holders will ensure that his/her mobile phone number is able to receive text messaging both in India and overseas.

Card holders 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 Card holder's agreement with his/her mobile phone Service provider.

5) Card holders acknowledge and agree that the sending of any SMS alert by HSBC India and/or its receipt by Card holders 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 Card holder 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 Card holder account information contained in the alert by accessing the Card holder's mobile phone.

7) The Card holders are fully responsible and liable for all transactions made by using the OTP received by the Card holders.

8) The Card holder must not allow any unauthorised access or any other person access to the card and OTP used for accessing the OTP facility.

9) The Card holder 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 Card holder discovers that the card details or the OTP may have been used in an unauthorised manner, the Card holder must notify HSBC India as soon as reasonably practical by calling our PhoneBanking numbers. In certain circumstances, we may also require the Card holder to make a police report accompanied by any other information we may require.

11) The Card holders 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 Card holder 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 Card holders fail to observe any such notices and/or responsibilities under these terms, the Card holders 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 Card holder;
- d) upon written request of the Card holder;
- e) in the event of improper operation of the card account by the Card holder; or
- f) at its own discretion.

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

1) Use of Debit Card must be in strict accordance with the Foreign Exchange Management Act, 1999, and any rules/regulations thereunder (hereinafter referred to as 'FEMA'). In the event of any failure to comply with the same, the account holder(s) will be liable jointly and severally for action under FEMA and may be debarred from holding the Debit Card issued by HSBC India, either at the instance of HSBC India or the Reserve Bank of India (RBI). The account holder(s) shall jointly and severally indemnify and hold HSBC India harmless from and against any/all consequences arising from the account holder not complying with the provisions of FEMA.

2) HSBC India request the Card holder to intimate HSBC India in case of change of residency status as per Foreign Exchange Management Act, 1999 (FEMA). Please surrender Debit Card before proceeding overseas on permanent employment and/or emigrating and/or changing nationality.

3) HSBC India shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of the decline of authorisation for any transaction, on account of the Card holder having exceeded the foreign exchange entitlements as prescribed by RBI from time to time, on HSBC India becoming aware of such excess.

4) The Card holder undertakes not to use 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).

5) In case of transactions effected in foreign currency using Debit Card, the Card holder 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 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.

6) All Chip Debit Cards issued on or after 1 December, 2013 will be enabled for domestic or international usage as per the preference

stated by the Card holder at the time of Debit Card application.

7) In case you use your HSBC Debit Card internationally where the merchant does not have a Chip enabled POS terminal, the magnetic strip on your Debit Card is then utilised for that international transaction. A limit of USD 1500 per transaction will apply subject to the purchase transaction limit (as defined in the tariff schedule) and available balance on your linked HSBC Account.

8) Card holders have the option to change the status of their Debit Cards either to domestic usage or international usage during the life of the card. To convert the card, you can call HSBC PhoneBanking numbers or submit a 'Domestic/International Card Usage Form' at the nearest HSBC India Branch.

Fees for HSBC India Premier Platinum Debit Card

1) 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.

2) 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.

3) All charges in foreign currency will be billed to the account in INR. The Card holder hereby authorises HSBC India and VISA to convert the charges incurred in foreign currency into INR equivalent thereof at such rate as HSBC India may designate from time to time. HSBC India will charge (w.e.f. 20 July, 2009) across currency conversion mark-up of 3.5% of the INR value of the transaction (excluding applicable taxes) on all international transactions (ATM and Point of Sale) using the HSBC Premier Platinum Debit Card.

4) Any cancellation of the Debit Card facility within 1 year from the date of avilment will attract a charge, which may from time to time be fixed by HSBC India. Please refer to the tariff on HSBC India's website www.hsbc.co.in.

5) The 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 Card holder/account holder 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 HSBC Premier Platinum Debit Card, renewal of Debit Card or any other purpose related to Debit Card. The Card holder/account holder authorises HSBC India to verify the information furnished by the Card holder/ account holder whatever means or from whichever source deemed necessary by HSBC India. If such information/data is not provided or if incorrect information/data is provided, HSBC India may at its sole discretion refuse renewal of Debit Card or terminate the Debit Card forthwith.

2) HSBC India reserves the right to disclose Card holder 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 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 account holder(s) understands that HSBC India needs to and so authorises HSBC India to process, share, store or transmit information about the account holder, the account and/or the transaction(s), within the HSBC Group or with any institution or any agent or third party used by HSBC India either in India or overseas. HSBC India undertakes that any such processing, sharing, storage or transmission of information will be done on a confidential basis and HSBC India will endeavour to maintain the strict confidentiality of such information within the HSBC 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 purpose of preventing fraud; or

(c) HSBC India deems disclosure necessary to provide Debit Card facility. The account holder(s)/ Card holder(s) and HSBC India shall comply with all applicable data protection laws. The account holder(s)/ Card holder(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 account holder/Card holder 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 Card holders and may use the Services of third party agencies to do so. The Card holder/account holder may avail of the Do Not Call Service to opt out of such communications.

6) HSBC India reserves the right to report to the RBI any foreign currency withdrawals/payments effected using Debit Card

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 account holder on a periodic basis to the mailing address on record. The account holder/Card holder can also get a verbal or written record, of his/her transactions at any time by calling HSBC PhoneBanking or utilising the mini-statement.

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

3) The account holder/Card holder 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 account holder shall inform HSBC India in writing of any errors, omissions, irregularities including any fraudulent or any unauthorised transactions or any other objections that the account holder(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 Chip Debit Card shall be conclusive and binding for all purposes.

4) HSBC India shall make bona fide and reasonable efforts to resolve an aggrieved account holder's disagreement with a transaction indicated in the statement or as otherwise determined by the account holder(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 account holder(s).

Termination of HSBC Premier Platinum Debit Card

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 any time by giving a prospective notice of 30 days without assigning any reason.

2) In the event that the account holder decides to close the account with HSBC India, the Debit Card issued on such account would automatically stand cancelled. The Card holder 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 account balance, prior to HSBC India returning the funds to the account holder.

3) In the event that the Card holder decides to terminate the use of the Debit Card, the Card holder 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 through 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 Card holder.

4) The HSBC Premier Platinum 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 Card holder should ensure that the identity of HSBC India Officer is established before handing over the Debit Card. For destroying card on card expiry or closure of account, it should be cut into several pieces through the magnetic strip.

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 the 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 account holder(s) becoming the subject of any bankruptcy, insolvency proceedings or proceedings of a similar nature

d) Demise of the Card holder

e) Closure of account or failure to maintain the minimum average balance in the account

Insurance cover on HSBC Premier Platinum Debit Cards through Group Policy held by HSBC:

Your HSBC Premier Platinum Debit Card is insured through insurance Service provider ICICI Lombard and has the following covers -

- *Lost Card Liability
- Counterfeit/Skimming of Cards
- Online Fraud Protection

* Lost Card Liability Protection is also provided by VISA up to ₹1,00,000; however customers may choose to claim either from VISA or from ICICI Lombard.

General Terms and Conditions -

- HSBC India holds an Insurance Policy, issued by ICICI Lombard General Insurance Company Limited, on behalf of HSBC Premier Platinum Debit Card holders (Card holders)

- All insurance benefits listed are provided to Debit Card holders directly by ICICI Lombard General Insurance Company Limited, whose terms, conditions and decisions shall apply and for which the HSBC Bank is not liable
- 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 Company Limited in any manner whatsoever
- Gross negligence is not covered under this policy
- Any claim due to deliberate breach of law would not be payable
- Card holder in every case is required to cancel the card as soon as practical, but not more than 3 days from the date of notification of fraud transaction via SMS, card statement, email, net banking
- 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
- Claims for settlement are required to be sent directly to ICICI Lombard General Insurance Company Limited
- The insurance benefits are available to Card holders regardless of other existing insurance that he/she might have availed or may avail of. Card holder may be asked to submit additional documents, as per the requirements of the case
- The Bank will not be liable for any delayed settlement of claim
- Both the insurance covers i.e. one provided by VISA and one by ICICI Lombard as mentioned above are reimbursable. However, claim for a loss can be paid only once, either through VISA or ICICI Lombard
- Reimbursement would be restricted to the lower of loss incurred and maximum sum insured
- For any further queries or assistance related to the policy, exclusions and claim settlements, you can write to hsbccustomer@almondz.com
- For more details, please visit www.hsbc.co.in/Debit Card section

Lost Card Liability:

a) If claimed through ICICI Lombard:

The HSBC Premier Platinum Debit Card holder has nil lost Debit Card liability after reporting and registering the loss of the HSBC Premier Platinum Debit Card to HSBC

- The HSBC Premier Platinum Debit Card holder has nil lost Debit Card liability after reporting and registering the loss of the HSBC Premier Platinum Debit Card to HSBC
- 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
- ATM related transactions are not covered under this Policy
- 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 fall under this policy) are not covered under this Policy
- Internet Banking Frauds are defined as fraudulent transactions being made on the internet by use of lost/stolen cards
- 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
- Claims arising due to an act of terrorism are not covered under this Policy
- FIR is required to be mandatorily submitted by the card holder in case of loss of Card

b) If claimed through VISA:

1) In case of loss or theft, Card holder gets benefit of Lost Card Liability protection against fraudulent purchase transactions for losses occurring on account of loss of Debit Card for up to 30 days prior to reporting the loss of Debit Card to HSBC India. The benefit is subject to the following terms and conditions:

a) The loss or theft of Debit Card should be reported to HSBC PhoneBanking immediately.

Although loss or theft may be reported by any means, the HSBC India Premier Platinum Debit Card holder (hereinafter referred to as 'Card holder') must confirm the same in writing to HSBC India as soon as possible

b) Lost Card Liability protection is applicable only on fraudulent Point of Sale transactions and not ATM transactions. This feature is not applicable to frauds related to delivery of cards. The liability offering is valid for all Point of Sale transactions carried out on HSBC Premier Platinum Debit Cards and reported after 15 June 2009. In case of unsigned card (signature not present on reverse of card), Lost Card Liability protection will not be applicable, and the Card holder will be liable for the transaction. The liability per card is restricted to a maximum of ₹1,00,000 and for losses up to a maximum of 30 days prior to reporting the loss of Debit Card to HSBC India. Card holder will receive the credit within 25 working days of receipt of required documents by HSBC India

2) The number of claims is restricted to a maximum of one claim per account in the calendar year. Bank reserves the right to reject the claim, if similar claim has already been made on the card earlier during the same calendar year. For the claims under Lost Card Liability protection to be accepted and processed, the Card holder should have carried out at least 1 purchase transaction using the Debit Card, within 3 months prior to the date of the disputed purchase transaction. On receipt of communication regarding lost or stolen Debit Card along with the requisite documents, HSBC India is authorised to conduct its own investigation in respect of such lost or stolen card. If such investigation reveals any direct or indirect involvement of the Card holder or Card holder's relatives or employees or colluding with third parties, HSBC India is authorised to take appropriate action against the Card holder, in addition to refusing to extend the benefit of Lost Card Liability protection to the Card holder. The findings and the decision of HSBC India in case of any dispute shall be final and binding on the Card holder. HSBC India reserves its absolute right to withdraw or alter any of the terms and conditions pertaining to this feature at any point in time with appropriate notice to the Card holder(s). Any dispute arising

out of or in connection with this feature shall be subject to the exclusive jurisdiction of the courts in Mumbai only. The existence of a dispute, if any, shall not constitute any claim against HSBC India

Counterfeit Cards -

- Skimming i.e. any Fraudulent Use of a Bank Card(s) where property, labour or Services are sold and delivered by a merchant to an individual purporting to be the Card holder using telephone, fax machines, postal Services or a computer based system or network) is covered under this Policy
- Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Card holder's knowledge are covered under this Policy
- 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
- 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 (Cardprocessor) is covered under this Policy
- The Policy covers all online fraudulent utilisation of Debit Cards using the authorised CVV (Card Verification Value Code) issued to the Card holder by the Bank
- This Policy covers liability arising out of any loss of Card transactions using the authorised PIN issued to the Card holder by the Bank
- ICICI Lombard will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to: -
- Loss incurred by the Card holder 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

- Any failed/duplicate/declined transactions by host website/authorised bank
- 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

- Claims will be reported to Almondz at the e-mail ID hsbccustomer@almondz.com
- ICICI Lombard will receive all the claims from Almondz team and all claims related queries and issues will be handled by Almondz team.
- While lodging the claim below mentioned details should be mentioned by Card holder.

1. Card number
2. Type of card
3. Name of the Card holder
4. Date of loss
5. Amount of loss
6. Place of loss
7. Nature of claim
8. Date and intimation to Bank

Checklist of Documents:

Online/Counterfeit/Skimming Claims:

1. Dispute form
2. Claim form
3. 3 month card statement
4. Passport pages (If fraud is outside India)
5. Card copy

Lost Card Claims:

i) Documents required to be submitted, if claimed through ICICI Lombard:

1. Dispute form
2. Claim form
3. 3 month bank statement
4. Passport pages (If fraud is outside India).

ii) Documents required to be submitted if claimed through VISA:

- a) Claim form
- b) Dispute letter with list of disputed transactions (date, name of merchant, amount)
- c) FIR/Police complaint
- d) Passport Copy (in case of international transaction dispute)
- e) Card holder must submit the required

documents to the nearest HSBC branch within 15 days of reporting the loss to HSBC India.

Other Terms and Conditions of HSBC India Premier Platinum Debit Card

1) By using this OTP, the Card holder 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 Chip 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) From 15 September 2016, 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 Email alerts on your registered email ID, confirming the Debit Card transaction. To avail this facility, please ensure that your current email ID and mobile number is registered on Bank's records. To update mobile/email ID, please call HSBC Phone banking numbers. Alternatively you can update the same through Personal Internet 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.

5) HSBC India reserves the right to begin charging a fee for such a Service by giving one month's prior notice to the Card holder.

6) HSBC India reserves the right to add, delete and/or vary any of these terms and conditions and such changed terms and conditions will be intimated to the Card holders and also displayed on the HSBC India website. Use of the Chip 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 Card holder of such change. If the Card holder

does not accept any such change, the Chip 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 Card holder, within 7 days from the posting of the notification, to the address last given to HSBC India in writing. The changes will be made applicable with prospective effect giving a notice of one month on HSBC India's website.

8) If a Card holder, by using the Debit Card, draws an amount in excess of the balance available or overdraft limit permitted by HSBC India, the Card holder 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 in respect of 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, in 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 Card holder as soon as practical.

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 Debit Card and related PIN, howsoever caused.

12) In addition to these terms and conditions, the usage of Debit Card shall also be subject to VISA guidelines. The issue and use of Debit Card shall be subject to extant laws, rules and regulations, VISA guidelines and HSBC'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 in Mumbai only, irrespective of whether any other court may have concurrent jurisdiction in the matter. The issue and use of the HSBC Premier Platinum Debit Card shall be subject to extant laws, rules and regulations, VISA guidelines and HSBC'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.

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 Card holders, 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) 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, value added tax and any other 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 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 Person] is responsible for fulfilling their 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

16) 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 Bank is unable to contact the Account holder at the address/contact number provided by them at the time of account opening/updated in Bank records

17) 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.

18) 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'

HSBC Premier Platinum Debit Card FAQs

HSBC Premier Platinum Debit Cards are more secure and enabled with the 'Chip and PIN' technology.

You can use your Debit Card at Point of Sale (POS) terminals that support Chip and PIN capability, by entering your 6-digit ATM PIN after the merchant dips the Debit Card on the POS terminal.

To learn more about the Services you can enjoy and the usage of your HSBC Premier Platinum Debit Card, please read the Service guide and Card holders agreement thoroughly.

What is a Chip enabled Debit Card?

Chip enabled Debit Card is a more secure Debit Card with a global security standard in card technology. The embedded Smart Chip better protects your card against fraudulent usage.

How does this security feature impact the usage of HSBC Premier Platinum Debit Cards?

At HSBC India, it is our endeavour to offer you secure ways to transact by adopting the latest technology. Chip cards offer a global security standard in card technology. They contain a microprocessor Chip that uses encryption to prevent their contents from being replicated. The Chip cards from HSBC India are classified as 'Chip and PIN' Debit Cards. These cards offer the safety of Chip cards and incorporate another layer of security in the form of PIN validation. You will be required to authenticate your purchases at merchant establishments in India using your 6-digit ATM PIN at the Point of Sale (POS) terminal, in addition to your signing the charge slip, to complete the payment.

Do I have to pay for my new HSBC Premier Platinum Debit Card?

No fees will be levied for the HSBC Premier Platinum Debit Card that has been replaced by the Bank. For replacements due to stolen/lost/damaged cards, and new Debit Card issued, charges will be applicable as per the existing tariff applicable to your Debit Card.

How does this impact my existing HSBC Premier Platinum Debit Card?

In order to offer this enhanced security to our Debit Card holders, HSBC is in the process of replacing existing Debit Cards and issuing new Debit Cards with the Chip facility in the following manner:

1. If the Debit Card has been used at ATM/e-commerce and/or purchase transactions overseas, the card will be replaced.
2. On expiry of the existing Debit Card.
3. On replacement of an existing Debit Card that has been reported as lost/stolen or damaged.
4. Debit Card replacement request received through any of our channels.

Do I have to ask for a new PIN for the replaced Debit Card?

No, the ATM PIN currently valid on your existing HSBC Premier Platinum Debit Card will also be valid for the new Debit Card issued by HSBC India. In case you don't know the PIN of your existing Debit Card, you can call HSBC India PhoneBanking or visit the nearest branch in India and request for a new ATM PIN.

Can I continue to use my existing HSBC Premier Platinum Debit Card in case I do not use my new debit card for purchase transactions?

No, if you have an existing/earlier HSBC Premier Platinum Debit Card linked to any of your HSBC India Savings /Current Account, it will be deactivated within 30 days from the date of the letter dispatched along with your Debit Card. To prevent any misuse, please remember to destroy your earlier Debit Card once you have used your HSBC India Debit Card.

How do I activate the New or Replaced HSBC Premier Platinum Debit Card?

The Debit Card is in an inactive status for security reasons.

To activate your card,

1. Use your HSBC Premier Platinum Debit Card at any VISA ATM worldwide, by entering the ATM PIN. This is applicable only to Debit Cards linked to HSBC India Resident and/or Non-Resident External (NRE) Account
- OR
2. Use your Debit Card at POS terminal that supports Chip and PIN capability. You will need to enter your 6-digit ATM PIN after the merchant dips the Debit Card on the POS terminal

Please note:

In case your HSBC India Debit Card is linked to a Non-Resident Ordinary (NRO) account or is a Power of Attorney (POA) Debit Card linked to an HSBC India NRE Account you are requested to use the Debit Card at any VISA ATM/merchant establishments in India, by entering the ATM PIN issued by HSBC India

OR

3. Make a Telephone Banking PIN verified call to HSBC India PhoneBanking/Customer Service representative in your city to confirm receipt and

they will activate your Debit Card

Can I use the HSBC Premier Platinum Debit Card for online transactions as well as at ATMs?

Yes, you can use the HSBC Premier Platinum Debit Card for ATM transactions. You can also use it for online transactions at websites that accepts VISA Debit Cards.

Can I use the HSBC Premier Platinum Debit Card overseas?

Yes, depending on the capability of the overseas POS terminal, you may be required to validate your purchases using your 6-digit ATM PIN and sign on the charge slip or you will be asked to directly sign the charge slip without ATM PIN validation.

Also please note that, in some countries Chip cards are not prevalent and not all POS terminals can accept Chip cards. Your card transactions in these countries will revert to using magnetic stripe instead. Such transactions are categorised as 'fallback transactions'. Fallback transactions may also be initiated by the merchant in case the POS terminal is unable to read information from the Chip.

Would the HSBC Premier Platinum Debit Card be accepted by all merchants?

Yes, the Debit Card also has a magnetic stripe to ensure acceptance even at merchants whose POS terminals do not have Chip card capability. Hence the HSBC Premier Platinum Debit Card can be used at most card accepting merchants in the same way as the magnetic stripe cards are used.

I have received a replacement HSBC Premier Platinum Debit Card. Do I need to ask for a new PIN as well?

Your current ATM PIN will continue to work with your replacement HSBC Premier Platinum Debit Card for ATM and purchase transactions. Please contact us in case you need a new ATM PIN to be issued.

Secure Transactions at Merchant Establishments

What is the enhanced security feature on my HSBC India Debit Card?

Beginning 30 June 2013, we will add another layer of security for your purchase transactions upon usage of your HSBC Premier Platinum Debit Card at electronic Point of Sale (POS) swipe machines, which are kept at merchant establishments. The POS swipe machine at merchant establishments in India will be enabled to accept Debit Card transactions with ATM PIN. This is in addition to the requirement to sign the charge slip.

If you enter an incorrect ATM PIN, your purchase transaction will be declined. In that case, you may need to provide another card for payment or any other alternative method of payment.

Accordingly, it will be mandatory for you to enter the ATM PIN of your HSBC Premier Platinum Debit Card for purchase transactions at POS terminals at merchant establishments in India.

Is there any impact due to this new security feature before 30 June 2013?

Though majority of your purchase transactions will require you to sign on the charge slip, it is possible that some POS terminals will ask you to also enter the ATM PIN for validation. In such instances please enter your ATM PIN for validation.

What do I need to do as a HSBC Premier Platinum Debit Card holder?

To continue to use your HSBC Premier Platinum Debit Card at Merchant POS terminals, please ensure that you know your ATM PIN, as the same ATM PIN will be required to validate your purchase transactions at POS terminals. If you have forgotten/do not hold your ATM PIN, please place a request with our PhoneBanking for issuance of new ATM PIN.

What are the safety measures I should take while entering my ATM PIN at the POS terminals?

Please remember your ATM PIN and enter it yourself at the POS terminal. Do not reveal the same to the merchants or anyone else to avoid any misuse of your card.

Is this security feature valid for all international transactions also?

No, this security feature is only valid for domestic purchases.

In case of usage of your Debit Card for POS transactions abroad, you are not required to enter the ATM PIN unless the POS terminal specifically prompts for ATM PIN entry.

Will I use my PIN at every merchant establishment?

Effective 30 June 2013, every POS transaction done with your HSBC Premier Platinum Debit Card at a merchant establishment in India will require PIN validation. If the POS terminal does not ask for PIN entry and subsequently the transaction is received by the Bank without ATM PIN, the Bank may decline such transaction since they do not meet the RBI mandate of PIN validation.

How do I use my HSBC Premier Platinum Debit Card at Merchant Establishments?



1. The merchant will insert the Debit Card into the card reader in the POS terminal and enter the amount to be paid by you.



2. The POS terminal will ask for your PIN, which will be your 6-digit Debit Card ATM PIN.



3. You will be required to enter your ATM PIN on the Point of Sale (POS) machine in addition to signing the charge slip for the purchase transaction to successfully go through.



4. The merchant hands over the charge slip along with the Chip Card.

Secure Transactions Online

Your HSBC Premier Platinum Debit Card can be used for shopping online at websites which accept VISA Debit Cards. Whether it is travel or movie tickets, hotel reservations, shopping for luxuries, paying utility bills or making investments, you can do it safely from the comfort of your home. Your online transactions are secured by 3-D Secure (3DS) technology, which is an added layer of security for online Credit and Debit Card transactions. 3DS was developed to improve the security of online transactions and is offered to customers as the HSBC Verified by VISA (VbV) Service.

You are requested to adhere to the terms of usage of your HSBC Premier Platinum Debit Card specified in the 'Terms and Conditions' section of the Service guide while undertaking such online transactions.

How do I shop online using my HSBC Premier Platinum Debit Card?

Shopping online with HSBC Premier Platinum Debit Card is simple. You will first need to ensure that your Debit Card is activated (activation options are listed separately in the FAQ). When you visit a website to make a purchase online or make a bill payment, please check if the website accepts VISA Debit Cards for online transactions. We request you to visit the terms and conditions towards the usage of the website prior to undertaking any online transaction. Usually this information is given on the home page or the payment page.

To initiate the online transaction, you will be required to enter the following details on the payment page:

- Card number
- Card expiry date
- Amount
- CVV2 (the 3-digit number printed on the signature panel at the back of the card).

In addition to the above, some websites may ask you to enter the Card holder's name. Next, you will be required to authenticate the transaction by entering the 6-digit OTP (One Time Password).

Please refer the steps below:

1. The OTP will be automatically sent by our system to your registered mobile number via SMS, when you complete entry of the card details on the payment page.
2. The website will open a new window and display a HSBC VbV authentication screen.
3. At the VbV authentication screen, the transaction details (merchant name, amount, last 4-digit of the card number) will be displayed. Please confirm that the details are accurate.
4. Please enter the 6-digit OTP sent to your registered mobile number to initiate the authentication process.
5. The card details and the authentication results will be processed by our system and subject to correct card details and OTP being entered and account having adequate balance, the transaction will be approved.
6. On transaction approval, the website will display a payment received acknowledgement.
7. A transaction alert will be sent to your registered mobile number confirming the successful transaction.

Why is there need for a One Time Password (OTP) to complete an online transaction with the HSBC Premier Platinum Debit Card?

The OTP helps to protect against online fraud. It is a secure way to authenticate that the customer making the online transaction is the rightful owner of the card being used.

Will every website require the OTP to be entered for authentication?

No, you will be asked to enter the OTP only if the website supports VISA Debit Cards for online transactions and supports the VbV authentication protocol. Support for VbV is usually indicated by the following image on the website:

Please note that two factor authentication is compulsory for online transactions originating from websites/internet merchants in India. The authentication is done using the VbV authentication Service as explained above.

In case you initiate an online transaction from an Indian website without VbV authentication, the transaction will be declined.

I am using my HSBC Premier Platinum Debit Card at an overseas website, do I need to enter the OTP for authentication?

As explained above, if the website supports the VbV authentication protocol, our system will automatically send you the OTP for authentication at the payment page. However, if the overseas website does not support VbV authentication, the online transaction will be processed based on the card details without requiring the OTP for authentication. However, please note that not all such transactions will be approved. If the online transaction is prohibited as per Indian regulations or is considered as high risk by HSBC, such transactions will not be approved.

Can I use the same One Time Password (OTP) for multiple transactions?

No, your One Time Password (OTP) can be used for single transaction only.

What happens if I enter wrong OTP multiple times?

In case of three successive wrong password attempts, your transaction will be declined.

If I do not have my mobile phone registered with HSBC India, can I still make an online transaction with my HSBC Premier Platinum Debit Card?

Online transaction requires a One Time Password (OTP) to authenticate your transaction on website which supports VbV authentication protocol.

HSBC provides the OTP on your registered mobile number and therefore, absence of a registered mobile number will not allow you to complete the online transaction.

We suggest that you register your mobile number with the Bank so that you are able to receive the OTP for online transaction authentication and also to receive transaction alerts. You can call the HSBC Phone Banking

numbers for immediate updation of the mobile number subject to successful verifications.

Can the Bank resend the OTP to me due to non-receipt?

The OTP will be sent to your registered mobile number as soon as the online transaction request is received by the Bank from the website. However, due to network issues there could be a delay in receipt of the OTP via SMS. To factor this, the OTP sent to your registered mobile number is valid for 5 minutes. In the event that you do not receive the OTP in 5 minutes, there will be an option provided in the HSBC VbV authentication screen to generate another OTP, which again would be valid for 5 minutes.

What should I do if I change my mobile phone number?

As your mobile phone number will be the primary contact for your bank to send you an OTP or SMS alert, you will need to ensure your new mobile phone number is updated with the Bank at the earliest.

Can I opt out of the OTP authentication Service for online transactions?

No, the OTP is mandatory for authentication at websites that accept VISA Debit Cards and support the VbV protocol.

I have a joint account and both account holders have an HSBC Premier Platinum Debit Card. Can any of the Debit Cards be used for online transactions?

Yes, however, please ensure you have updated your mobile number against each of your individual Debit Cards to receive the OTP for completion of VbV authentication during the online transaction.

Is there any limit on the number of online transactions on my Debit Card?

There is no limit on the number of online transactions, provided you have adequate balance in your account. Please note that cumulative value of your online transactions

in a day cannot exceed the daily purchase limit on your Debit Card.

Do I have to pay for this Service?

No, you do not need to pay for this Service.

Banking Codes and Standards Board of India Introduction

This is a Code of Customer Rights, which sets minimum standards of banking practices member banks have to follow while they deal with individual customers.

It provides protection to customers and explains how banks are expected to deal with customers in their day-to-day operations.

The Code does not replace or supersede regulatory or supervisory instructions of the Reserve Bank of India (RBI) and we will comply with such instructions/directions issued by RBI from time to time. Provisions of the Code may have set higher standards than those prescribed in the regulatory instructions and such higher standards will prevail as the Code represents best practices voluntarily agreed to by us as our commitment to you.

We will endeavour to adopt higher standards of banking practices to extend better customer Service and achieve higher levels of customer satisfaction. In the Code, 'you' denotes the customer and 'we'/us', the Bank, the customer deals with.

1.1 Objectives of the Code

The Code has been developed to:

- a. Promote good and fair banking practices by setting minimum standards in our dealings with you;
- b. Increase transparency so that you can have a better understanding of what you can reasonably expect from us;
- c. Encourage market forces, through competition, to achieve higher operating standards;
- d. Promote a fair and cordial relationship between you and your bank;
- e. Foster confidence in the banking system. The standards of the Code are covered by the key commitments in Section 2.

1.2 Application of the Code

This Code applies to all the products and Services listed below, whether they are provided by our branches or agents acting on our behalf, whether across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method. However, all products discussed here may or may not be offered by us.

- a. Current accounts, savings accounts, fixed deposits, recurring deposits, PPF accounts and all other deposit accounts
- b. Payment Services such as pension, payment orders, remittances by way of demand drafts, wire transfers and all electronic transactions e.g. RTGS, NEFT
- c. Banking Services related to government transactions
- d. Demat accounts, equity, government bonds
- e. Indian currency notes/coins exchange facility
- f. Collection of cheques, safe custody Services, safe deposit locker facility
- g. Loans, overdrafts and guarantees
- h. Foreign exchange Services including money changing
- i. Third party insurance and investment products marketed through our branches and/or our authorised representatives or agents
- j. Card products including Credit Cards, Debit Cards, ATM cards, smart cards and Services (including Credit Cards offered by our subsidiaries/companies promoted by us)

The meanings of key words appearing in bold black have been given in the Glossary.

2 Key Commitments

2.1 Our key commitments to you

2.1.1 To act fairly and reasonably in all our dealings with you by:

- a. Providing minimum banking facilities of receipt and payment of cash/cheques, etc. at the bank's counter
- b. Meeting the commitments and standards set in this Code, for the products and Services we offer, and in the procedures and practices we follow

- c. Making sure our products and Services meet relevant laws and regulations in letter and spirit and are appropriate to your needs
- d. Ensuring that our dealings with you rest on ethical principles of integrity and transparency
- e. Operating secure and reliable banking and payment systems

2.1.2 To help you to understand how our financial products and Services work by:

- a. Giving you information about them in any one or more of the following languages - Hindi, English or the appropriate local language
- b. Ensuring that our advertising and promotional literature is clear and not misleading
- c. Ensuring that you are given clear information about our products and Services, the terms and conditions and the interest rates/Service charges, which apply to them
- d. Giving you information on the facilities provided to you and how you can avail of these and whom and how you may contact for addressing your queries

2.1.3 To help you use your account or Service by:

- a. Providing you regular appropriate updates
- b. Keeping you informed about changes in the interest rates, charges or terms and conditions
- c. Displaying in our branches, for your information:
 - i. Services we provide
 - ii. Minimum balance requirement, if any, for savings bank accounts and current accounts and the charges for non-maintenance thereof
 - iii. Name of the official at the branch whom you may approach if you have a grievance
 - iv. Name and address of the Regional/Zonal Manager/Principal Nodal Officer (PNO) whom you can approach if your grievance is not redressed at the branch
 - v. Name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls
 - vi. Information available in booklet form

- d. Displaying on our website our policies on:
 - i. Deposits
 - ii. Cheque collection
 - iii. Grievance redressal
 - iv. Compensation
 - v. Collection of dues and security repossession

2.1.4 To deal quickly and sympathetically with things that go wrong by:

- a. Correcting mistakes promptly and cancelling any bank charges that we apply by mistake and compensating you for any financial loss you may have incurred due to our mistake, in terms of our compensation policy
- b. Handling your complaints promptly
- c. Telling you how to take your complaint forward if you are still not satisfied
- d. Providing suitable alternative avenues to alleviate problems arising out of technological failures

2.1.5 To treat all your personal information as private and confidential

We will treat all your personal information as private and confidential subject to matters mentioned in para No. 5 ahead.

2.1.6 To publicise the Code:

We will:

- a. Provide you with a copy of the Code when you open an account with us and otherwise on request;
- b. Make available this Code at every branch and on our website;
- c. Ensure that our staff are trained to provide relevant information about the Code and to effectively put the Code into practice;
- d. Take other steps to increase awareness of the customers about the Code and its provisions

2.1.7 To adopt and practice a non-discrimination policy

We will not discriminate you on the basis of age, race, gender, marital status, religion, disability or financial status

3 Information – Transparency

You can get information on interest rates, fees and charges through any one or more of the following:

- a. Notice board in our branches
- b. Contacting our branches or helplines.
- c. Our website
- d. Asking our designated staff/help desk
- e. Referring to the Tariff Schedule at our branches/on our website

3.1 General information

We will:

- a. Give you information on the types of products and Services we offer and those that may suit your needs
- b. Prominently display in bilingual/trilingual at all our branches the documents required for opening Basic Savings Bank Deposit Accounts. We will also display the relaxed requirements for opening 'Small Accounts'
- c. Give you clear information explaining the key features of the Services and products, you tell us you are interested in, including applicable interest rates, fees and charges
- d. Tell you the different channels through which our products and banking and tell you how to find out more about them
- e. Tell you what information we need from you to prove your identity and address, for us to comply with legal, regulatory and internal policy requirements
- f. Give you information on your rights and responsibilities, especially regarding availing of nomination facility offered on all deposit accounts, articles in safe custody and safe deposit lockers

3.2 'Do Not Call' Service

We will not transmit to you any unsolicited

commercial information regarding our products and Services, through telephone calls/SMS/e-mails, if you have registered with the 'Do Not Call Registry' of our bank or with the 'National Do Not Call Registry' directly or through your Service Provider. However, this will not apply to receipt of information regarding your account statements and other important advices and information including alerts relating to transactions on your account as also the products and Services you are currently availing

3.3 Interest rates

We will give you information on:

- a. The interest rates which apply to your deposit and loan accounts
- b. In case of loans at fixed rate of interest, details of interest reset clause, if any, in the loan agreement and the effective date thereof
- c. In case of loans at floating rate of interest, the reference rate to which your floating rate will be linked and the premium or discount applied to the reference rate for determining the actual rate of interest on your loan
- d. Whether you have the option for converting your loan from fixed rate to floating rate and vice versa and, if so, the charges therefor
- e. Periodicity at which we pay interest on your deposits or charge interest on your loan accounts
- f. How we apply interest to your deposit and loan accounts and how we calculate interest thereon.

3.3.1 Changes in Interest Rates

We will inform you of changes in Interest Rates on our loan products and changes in the reference rate to which the floating rate of interest is linked within a fortnight of the decision by any of the following means:

- i. Letter
- ii. E-mail
- iii. SMS

We will also display this information on the notice boards in our branches as also on our website

3.4 Tariff schedule

3.4.1 Fees and charges

- a. We will ensure that our Fees and Service charges for various Services are approved by the Bank's Board or any competent authority duly authorised by the Board to take decisions in this regard and that they would be reasonable and non-discriminatory for similar class of customers
- b. We will place our Tariff Schedule on our website and make a copy available at every branch for your perusal. We will display in our branches a notice about the availability of the Tariff Schedule at the branch
- c. We will give you details in our Tariff Schedule of any charges applicable to the products and Services chosen by you
- d. We will also provide you with information about the penalties leviable in case of non-observance/violation of any of the terms and conditions governing the product/Services chosen by you

3.4.2 Changes in fees and charges

If we increase any fee or charge or introduce a new fee or charge, it will be notified through statements of accounts/e-mail/SMS alerts/notice board at branches, one month prior to the revised charges becoming effective. This information will also be made available on our website

3.5 Terms and conditions

- a. We will advise you on the relevant terms and conditions for the products/Services you have asked us to provide
- b. All terms and conditions will be fair and will set out the respective rights, liabilities and obligations clearly and as far as possible in plain and simple language

3.5.1 Changes to terms and conditions

- a. We will tell you of changes in terms and conditions through any one or more of the following channels, one month prior to the revised terms and conditions becoming effective:

- i. Letter
- ii. Statements of account
- iii. SMS
- iv. e-mail

This information will also be made available on the notice boards in our branches and our website

- b. Normally, changes will be made with prospective effect giving notice of one month
- c. If we have made any change without notice, we will notify the change within 30 days. If such change is to your disadvantage, you may, within 60 days of the notice, close your account or switch to any other eligible account without having to pay revised charge or interest
- d. We will immediately update, on our website, any changes in the terms and conditions. We will give you, on request, a copy of the new terms and conditions

4 Advertising, marketing and sales

- a. We will make sure that all our advertising and promotional material is clear, and not misleading
- b. In any advertisement and promotional literature that draws attention to a banking Service or product and includes a reference to an Interest Rate, we will also indicate whether other fees and charges will apply and full details of the relevant terms and conditions will be made available on request
- c. If we avail of the Services of third parties for providing support Services, we will require that they handle your personal information (if available to such third parties) with the same degree of confidentiality and security as we would
- d. We may, from time to time, communicate to you various features of our products availed by you by e-mail, SMS or over the telephone. Information about our other products or promotional offers in respect of our products/Services will be conveyed to you only if you have not registered for the 'Do Not Call' facility
- e. We have prescribed a Code of conduct for our Direct Selling Agencies (DSAs) whose Services we may avail to market our

products/Services which, amongst other matters, requires them to identify themselves as only selling agents of our bank when they approach you for selling our products personally or through phone. We will ensure that any third party or agent acting on our behalf or selling our product complies with the Code of conduct

- f. In the event of receipt of any complaint from you that our representative/courier or DSA has engaged in any improper conduct or acted in violation of this Code, we shall take appropriate steps to investigate and to handle the complaint and to make good the loss as per our compensation policy
- g. We will ensure that any third party or agent acting on our behalf or selling our product discloses the fee or commission they are paid upon completion of the sale

5 Privacy and Confidentiality

- a. We will treat all your personal information as private and confidential (even when you are no longer a customer), and shall be guided by the following principles and policies:
 - b. We will not reveal information or data relating to your accounts, whether provided by you or otherwise, to anyone, including other companies/ entities in our group, other than in the following exceptional cases:
 - i. If we have to give the information by law or if required by the banking regulator
 - ii. If there is a duty towards the public to reveal the information
 - iii. If our interests require us to give the information (for example, to prevent fraud) but we will not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else, including other companies in our group, for marketing purposes
 - iv. If you authorise us to reveal the information
 - v. If we are asked to give a banker's reference about you, we will need your written permission before we give it
 - c. We will not use your personal information for marketing purposes by anyone including ourselves unless you specifically authorise us to do so

5.1 Credit Information Companies

When you apply for a credit facility:

- a. We will explain to you the role of Credit Information Companies (CICs) as also the checks we may make with them and the effect that the information they provide can have on your ability to get credit
 - b. We will on request, and on payment of prescribed fee, furnish you a copy of the credit information obtained by us from the CIC
 - c. We will provide information about credit availed from us to the CIC at periodic intervals
 - d. Information reported to CIC will also include personal debts you owe us when;
 - i. You have fallen behind with your payments
 - ii. The amount owed is in dispute
 - e. If your loan account has been in default, but thereafter regularised, we will update this information with the CIC in the next report
 - f. We will, on request, inform you of the details of the CIC(s) to which we submit information regarding the credit/loan facility you have availed from us
- ### 6 Collection of Dues
- a. Whenever we give loans, we will explain to you the repayment schedule, viz amount, tenure and periodicity of repayment. However, if you do not adhere to repayment schedule, a defined process in accordance with the laws of the land will be followed for recovery of dues
 - b. We will have a Board approved policy for collection of dues and security repossession as also appointment of recovery agents
 - c. All relevant laws, regulations, guidelines and conditions of approval, licensing or registration will be taken into account when appointing recovery agents
 - d. We will ensure that our recovery agents are properly trained to handle their responsibilities with care and sensitivity. We will also ensure that they do not exceed their brief
 - e. Our collection policy is built on courtesy, fair treatment and persuasion. We believe in fostering customer confidence and long-term relationship

f. We will provide you with all the information regarding your dues and will endeavour to give sufficient notice for payment of dues

g. We will have a system of checks before passing on a default case to recovery agencies so that you are not harassed on account of lapses on our part

h. We will write to you when we initiate recovery proceedings against you and will inform you of the name of the recovery agency/agent, to whom your case has been assigned as also their address and telephone numbers

i. We will provide details of the recovery agency firms/companies engaged by us on our website

j. We will also make available, on request, details of the recovery agency firms/companies relevant to you at our branches

k. Our staff or any person authorised to represent us in collection of dues or/and security repossession will identify himself/herself and produce the authority letter issued by us and, upon request, show you his/her identity card issued by the Bank or under authority of the Bank

l. All the members of our staff or any person authorised to represent us in collection or/and security repossession would follow the guidelines set out below:

i. You would be contacted ordinarily at the place of your choice and in the absence of any specified place at the place of your residence and if unavailable at your residence, at the place of business/occupation

ii. Identity and authority to represent would be made known to you

iii. Your privacy would be respected

iv. Interaction with you would be in a civil manner

v. Normally our representatives will contact you between 0700 hrs. and 1900 hrs. (IST), unless the unless the special circumstances of your business or occupation require otherwise

vi. Your requests to avoid calls at a particular time or at a particular place would be honoured as far as possible

vii. Time and number of calls and contents of conversation would be documented

viii. All assistance would be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner

ix. During visits to your place for dues collection, decency and decorum would be maintained. Our officials/agents will not resort to intimidation or harassment of any kind, either verbal or physical against any person, including acts intended to humiliate publicly or intrude the privacy of your family members, referees and friends, making threatening and anonymous calls or making false and misleading representations

However, it is your responsibility to keep updating your contact details. In case the Bank is unable to contact you on the details provided, the Bank will access information available from public sources and approach your friends/relatives to trace you

x. Inappropriate occasions such as bereavement in the family or other important family functions like marriages would be avoided for making calls/visits to collect dues

xi. We will investigate any complaint from you about unfair practices of our recovery agents

6.1 Collection of dues and security repossession policy

We will follow collection of dues and security repossession policy in consonance with the law. The policy will be displayed on our website and a copy of the same will be made available at our branches for perusal.

7 Complaints, Grievances and Feedback

7.1 Internal procedures

a. If you want to make a complaint, we will tell you:

i. How to do so

ii. Where a complaint can be made

iii. To whom a complaint can be made.

iv. When to expect a reply

v. Whom to approach for redressal

vi. What to do if you are not satisfied about the outcome

b. Our staff will help you with any questions you have

c. We will tell you where to find details of our

procedure for handling complaints fairly and quickly

d. We will display the name of the official at the branch whom you may approach if you have a grievance. If your complaint is unresolved at the branch level, you may approach our Regional/ Zonal Manager/Principal Nodal Officer (PNO) at the address displayed at the branch

e. If your complaint has been received in writing, we will endeavour to send you an acknowledgement/a response within a week. If your complaint is relayed over phone at our designated telephone helpdesk or customer Service number, we shall provide you a complaint reference number and keep you informed of the progress within a reasonable period of time

f. After examining the matter, we will send you our final response or explain why we need more time to respond and shall endeavour to do so within 30 days of receipt of your complaint and will tell you how to take your complaint further if you are still not satisfied

g. Within 30 days of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Banking Ombudsman appointed by Reserve Bank of India under the Banking Ombudsman Scheme. Our staff would explain the procedure in this regard

7.2 Banking Ombudsman Scheme

We will display the Banking Ombudsman Scheme on our website. A copy will be made available on request at a nominal charge. We will display at our branches the name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.

7.3 Customers' meetings

We shall endeavour to organise meetings of customers at periodic intervals as a regular channel for exchange of ideas and suggestions.

7.4 Branch level customer Service Committee meetings

We will display in our branches the date of our monthly Branch Level Customer Service Committee meeting, which you may attend, if you so desire.

8 Products and Services

8.1 Deposit accounts

a. You may open different types of accounts with us such as savings accounts, fixed deposits, current accounts etc. with us. You may open such accounts in the following styles:

i. Single

ii. Joint

iii. Joint (Either or Survivor)

iv. Joint (Former or Survivor)

v. Joint (Latter or Survivor);

OR

vi. In any other style

b. We will make available 'Basic Savings Bank Deposit Account' (BSBDA) to all customers, without the requirement of any minimum balance. We will offer/provide minimum common facilities, without any charges. The relevant details will be made known to you in a transparent manner at the time of opening of the account

c. The above accounts may be opened by you with nomination facility, wherever permissible. We will include, in the account opening form, the option for nomination as also the option for indicating the name of the nominee in passbooks/account statements/FDRs. We will explain the implications of the foregoing accounts as also the nomination facilities at the time of opening of the account

d. We will acknowledge the receipt of your nomination details and record the fact of nomination on the passbook/account statement/FDRs. At your request, we will also indicate the name of the nominee thereon

We will also inform you about liquid deposit facility, sweep account and similar types of products offered by us and their implications and procedures involved, at the time of opening of account

8.1.1 Account opening and operation of deposit accounts before opening any deposit account, we will:

- a. Carry out due diligence as required under Know Your Customer (KYC) guidelines
- b. Ask you to submit or provide necessary documents or proofs to do so
- c. Obtain only such information to meet with our KYC, Prevention of Money Laundering or any other statutory requirements.

In case any additional information is asked for, it will be sought separately and we will explain the reason for obtaining such additional information. Providing such information will be voluntary, unless required by law. The information will be kept confidential, unless required by law enforcing agency/banking regulator

d. Provide the account opening forms which will contain details of essential information required to be furnished and documents to be produced for verification and/or for record for meeting the KYC requirements

e. Require you to submit documents in respect of KYC at periodic intervals to enable us to update our records as required

f. Explain the procedural formalities and provide necessary clarifications sought by you while opening a deposit account

g. Give you the Most Important Terms and Conditions (MITC) governing the deposit facility you have sought to avail

h. At the time of opening of the account, make available to you the details of the insurance cover in force under the insurance scheme, subject to certain limits and conditions offered by the Deposit Insurance and Credit Guarantee Corporation of India (DICGC);

8.1.2 Changing your account

a. If you are not happy about your choice of current/savings account, you may within 14 days of making your first payment into the account, approach us to switch to any of our other accounts. Alternatively, you may ask for refund of the amount which will be given back to you with any interest it may have earned. We will ignore any notice period and any extra charges

b. If you decide to close your current/savings account we will do so within three working days of receiving your instructions, subject to your completing all formalities and submitting all required documents

c. If you want to transfer your account to another branch of our bank we will do so. On receiving your request, we will transfer the account to the transferee branch within 3 working days without insisting on fresh proof of address and on the basis of a self-declaration from you giving your current address

You will have to submit it documentary proof of this address within a period of six months. We will intimate you as soon as the account is operationalised.

The new branch will be provided with information on your existing standing instructions/direct debits, if any

8.1.3 Savings/Current accounts

When you open a deposit account, we will:

a. Inform you about number of transactions, cash withdrawals, etc. that can be done free of charge in a given period

b. Inform you about the kind of charges, if any, in case of exceeding such limits. Details of the charges will be included in the Tariff Schedule

c. Inform you of the rate at which interest is paid on your savings deposits, how it is calculated and the periodicity of its payment

8.1.3.1 Minimum balance

a. The minimum balance to be maintained in the savings bank account will be displayed in our branches

b. For deposit products like savings bank account and current account or any other type of deposit account, we will inform you:

i. about the minimum balance to be maintained as part of terms and conditions governing operation of such accounts

ii. about charges which will be levied in case of failure to maintain the minimum balance in the account by you. Details of the charges will be included in the Tariff Schedule;

iii. 30 days in advance, of any change in minimum balance to be maintained. During this notice period, we will not charge you for non-maintenance of such higher minimum balance prescribed

8.1.3.2 Charges

Specific charges for issue of cheque books, additional/duplicate statement of accounts, duplicate passbook, copies of paid cheques, folio charges, Debit Card, ATM Card, verification of signature, return of cheque, change in mandate or style of account, closure of savings bank/current accounts etc., will be included in our Tariff Schedule. Concessions or relief given will not be withdrawn during the original validity period of the concession/relief.

8.1.3.3 Passbook/statements

a. To help you manage your account and check entries in it, we will provide you with a monthly statement/e-mail statement (subject to your acceptance) of account unless you have opted for a passbook.

b. You can ask us to provide you with account statements more often than is normally available on your type of account, at a charge. This charge will be indicated in the Tariff Schedule

c. We will indicate our MICR Code and IFS Code in passbooks and statements of accounts

d. We will make available the customer care number of the Bank/contact number of the branch in passbooks and statements of accounts

e. We will ensure that entries in your passbook/statements are brief, informative and intelligible

8.1.3.4 Upgradation of deposit accounts

In case your account meets the terms for upgradation, we will upgrade your account only after obtaining your consent in writing or through any other mode or where your consent is obtained through authenticated electronic means after necessary validation.

8.1.4 Accounts of minors

a. We will tell you, on request, how a deposit account can be opened in the name of a minor and how it can be operated

b. We will intimate the date on which the minor becomes major

8.1.5 Inoperative/Dormant accounts

We will:

a. Inform you when you open your account, the circumstances under which your account will be classified as inoperative/dormant. You will also be informed at least three months before your account is classified as inoperative/dormant and the consequences thereof;

b. Also endeavour to send an SMS/e-mail advising that your account is being classified as inoperative/dormant;

c. Notify the joint account holder(s) also before an account is classified as inoperative/dormant;

d. Inform you of the procedure to be followed if you want to activate the account;

e. Not levy any charge merely because an account is inoperative/dormant;

f. Not charge you for activation of the inoperative account

8.1.6 Closing your account

Under normal circumstances, we will not close your account without giving you at least 30 days' notice indicating the reasons for such closure. In such cases, you will be required to make alternate arrangements for

cheques already issued by you and desist from issuing any fresh cheques on such account.

8.2 Clearing cycle/collection Services

a. We may provide a dropbox facility to enable you to deposit cheques to be sent for collection. Necessary precaution will be taken to ensure that cheques deposited in the dropbox are properly and promptly accounted for. However, you may, if you so desire, handover cheques at the counter against acknowledgement instead of depositing in the dropbox

b. We will inform you about the clearing cycle for local instruments and the outstation instruments including details such as cut-off time for lodging of instruments for same day clearing, when you can withdraw money after lodging instruments and when you will be entitled to earn interest on delayed collection as per our cheque collection policy

c. We will pay you compensation, as per our cheque collection/compensation policy for any delay in collection of instruments, without waiting for a demand from you

d. We will inform you, immediately, by SMS/e-mail when a cheque deposited by you for collection is returned unpaid

e. We will return a cheque unpaid/dishonoured along with a duly signed

return memo indicating the date of return as also the reason for return/refusal of payment within 24 hours

f. If immediate credit for outstation cheques is offered, we will provide relevant information including the applicable terms and conditions, such as the limit up to which instruments tendered by you can be credited, operating accounts satisfactorily, etc.

g. We will proceed as per our cheque collection policy and provide all assistance for you to obtain a duplicate cheque/ instrument in case a cheque/instrument tendered by you is lost in transit and compensate you as per our cheque collection/compensation policy

h. We will give the above information when you open your account and whenever you ask for it. If there is any change in our Cheque Collection policy, the revised policy will be displayed on our

website and will be made available at all our branches

8.3 Cash transactions

a. We will accept cash and dispense cash at any of our branches under core banking, subject to any restrictions on type of transaction or charges, if any, applicable to such transactions

b. We will exchange soiled/mutilated notes and/or small coins and issue good quality, clean bank notes/coins at all our branches. We will extend this facility, within prescribed limits to walk-in customers too

c. For transactions above a specified amount we may require you to furnish your PAN

8.4 Direct debits and standing instructions

We will:

a. At the time of opening the account tell you how direct debits/standing instructions work and how you may record/cancel them and the charges connected with them. Charges will be levied as per the Tariff Schedule;

b. Act upon mandates given by you for direct debits [say Electronic Clearing Service (ECS)] and other standing instructions. In case of any delay or failure in executing the mandate resulting in financial loss or additional cost, we will compensate you as per the compensation policy of the Bank. If the mandate cannot be executed due to insufficient balance in your account, we will levy charges as per the Tariff Schedule;

c. Credit your account along with interest as soon as it is determined that any amount has been unauthorisedly/erroneously debited from your account and compensate you as per the compensation policy of the Bank

8.5 Stop payment facility

We will:

a. Accept stop payment instructions from you in respect of cheques issued by you. Immediately on receipt of your instructions, we will give an acknowledgement and take action provided these cheques have not already been cleared by us

b. Levy charges, if any, as indicated in the Tariff Schedule

c. Reimburse and compensate you as per the compensation policy of the Bank in case a cheque is paid subsequent to the receipt of stop payment instructions by us

8.6 Cheques/debit instructions issued by you

We will:

a. Keep original cheques/debit instructions paid from your account or copies or images of the cheques received from the presenting bank under CTS, for such periods as required by law

b. Give you the cheque/image of cheque/debit instruction or a copy thereof as evidence as long as records are available with us. If there is a dispute about a cheque paid/debit instructions from your account and in case the request for such cheque, etc. is made within a period of one year from the date of cheque/debit instruction, no charge will be levied. In respect of requests received beyond this period, charges will be levied as per the Tariff Schedule

c. Inform you how we will deal with unpaid cheques and out-of-date [stale] cheques. The details of charges to be levied will be included in the tariff Schedule.

8.7 Fixed deposits

a. When you place a fixed deposit with us, we will obtain instructions from you in the account opening form for the disposal of your deposit at maturity

b. Where there are no instructions for disposal of the deposit at maturity, we will inform you well in advance through letter/mail/SMS about its impending date of maturity

c. In case we still do not receive any instruction from you, we will renew the deposit, excluding deposits like tax savings deposits etc, for the same period of time as the matured deposit at the prevailing rate of interest

d. We will inform you the procedure for withdrawal of fixed deposit before maturity. This information will also be made available in the account opening form/MITC/reverse of the FDR

e. We will inform you of the interest rates applicable and charges for premature withdrawal of fixed deposit

f. We will permit premature withdrawals of fixed

deposits in accordance with the mandate 'Former or Survivor/Either or Survivor', provided you have given us a specific joint mandate from all the depositors for the purpose. We will provide for such a mandate in the account opening form

g. We will inform you, at the time of acceptance of the deposit, the terms and conditions and Interest Rate applicable in case you renew the deposits on a date after the date of maturity. This information will also be made available in the account opening form/MITC/reverse of the FDR

h. We will advise you of provisions of Income Tax Act applicable to the interest income accruing to you on your deposits, our obligations under the Act and provisions available to you for seeking exemption from Tax Deduction at Source

i. We will obtain Form 15 G or 15 H as applicable from you at the time of application, if you are not liable to pay tax on your interest income. You may submit to us such Form periodically as required, if you are not liable to pay tax on your interest income. We will acknowledge receipt of such Forms

j. We will issue the requisite certificate within the stipulated period, if we deduct tax from interest paid/accrued on your deposits

k. We will indicate the tax deducted, if any, on interest on fixed deposits credited to your savings/current account in the passbook/ statement of account

8.7.1 Advances against fixed deposits.

We will explain the facility of loan/overdraft available against fixed deposits.

8.8 Settlement of claims in respect of deceased accountholder(s)

a. We will follow a simplified procedure for settlement of accounts of deceased account holder(s)

b. We will provide claim forms for settlement of claims of the accounts of deceased persons, to those who approach us for the forms. We will also place the claim forms on our website

8.8.1 Accounts with survivor/nominee clause

a. In the case of a deposit account of a deceased depositor, where the depositor had utilised the nomination facility and made a valid nomination or where the account was opened with the

survivorship clause ('Either or Survivor' or 'Anyone or Survivor' or 'Former or Survivor' or 'Latter or Survivor'), payment of the balance in the deposit account to the survivor(s)/nominee of a deceased deposit account holder will be made, provided:

i. The identity of the survivor(s)/nominee and the fact of the death of the account holder is established through appropriate documentary evidence;

ii. There is no order from the competent court restraining the Bank from making the payment from the account of the deceased. In such cases, payment to survivor(s)/nominee of the deceased depositors will be made without insisting on production of succession certificate, letter of administration or probate, etc. or obtaining any bond of indemnity or surety from the survivor(s)/nominee, irrespective of the amount standing to the credit of the deceased account holder

b. The survivor(s)/nominee would be receiving the payment from the Bank as

a trustee of the legal heirs of the deceased depositor, i.e. such payment shall not affect the right or claim which any person may have against the survivor(s)/nominee to whom the payment is made

c. The payment, made to the survivor(s)/nominee, subject to the foregoing conditions, would constitute a full discharge of the Bank's liability

d. In case of fixed deposits with 'Either or Survivor, or 'Former or Survivor' mandate, premature withdrawal on death of one of the depositors of the deposit by the surviving joint depositor(s) will be permitted, only if there is a mandate from all the depositors to this effect

8.8.2 Accounts without the survivor/nominee clause

In case where the deceased depositor had not made any nomination or for the accounts other than those styled as 'Either or Survivor' (such as single or jointly operated accounts), we will adopt a simplified procedure for repayment to the legal heir(s) of the depositor, keeping in view the imperative need to avoid inconvenience and undue hardship to the common person. Keeping in view our risk management policy, we will fix a

minimum threshold limit up to which claims in respect of the deceased depositors could be settled without insisting on production of any documentation other than a letter of indemnity.

8.8.3 Time limit for settlement of claims

We will settle the claims in respect of deceased depositors and release payments to survivor(s)/nominee within a period not exceeding 15 days from the date of receipt of the claim subject to the production of proof of death of the depositor and suitable identification of the claimant(s), to the Bank's satisfaction.

8.8.4 Premature termination of fixed deposit accounts

In the case of fixed deposits, we will incorporate a clause in the account opening form itself to the effect that in the event of the death of the depositor, premature termination of fixed deposits would be allowed. The conditions subject to which such premature withdrawal would be permitted would also be specified in the account opening form. Such premature withdrawal would not attract any penal charge

8.8.5 Treatment of flows in the name of the deceased depositor

In order to avoid hardship to the survivor(s)/nominee of a deposit account, we will obtain appropriate agreement/authorisation from the survivor(s)/nominee with regard to the treatment of pipeline flows in the name of the deceased account holder. In this regard, we will consider adopting either of the following two approaches:

i. We could be authorised by the survivor(s)/nominee of a deceased account holder to open an account styled as 'Estate of _____, the deceased' where all the pipeline flows in the name of the deceased account holder could be allowed to be credited, provided no withdrawals are made

ii. We could be authorised by the survivor(s)/nominee to return the pipeline flows to the remitter with the remark Account holder deceased and to intimate the survivor(s)/nominee accordingly. The survivor(s)/nominee/legal heir(s) could then approach the remitter to effect

payment through a negotiable instrument or through electronic transfer in the name of the appropriate beneficiary

8.9 Safe deposit lockers

We will give you the complete details of the rules and the procedures applicable for allotment of the safe deposit lockers and also safe deposit of valuables, in case we offer the Service. We will allot lockers without linking it to placement of fixed deposits. However, to ensure prompt payment of locker rent, we may, at the time of allotment, obtain a fixed deposit which would cover 3 years rent and the charges for breaking open the locker in case of an eventuality.

8.10 Foreign Exchange Services

a. When you buy or sell foreign exchange, we will give you information on the Services, details of the exchange rate and other charges which apply to foreign exchange transactions. If this is not possible, we will tell you how these will be worked out

b. If you want to transfer money abroad, we will inform you how to do this and will give you:

i. A description of the Services and how to use them

ii. Details of when the money you have sent abroad should get there and the reasons for delays, if any

iii. The exchange rate applied for conversion of the foreign currency (if this is not possible at the time of the transaction, we will let you know later what the rate was)

iv. Details of any commission or charges, which you will have to pay and a caution that the person receiving the money may also have to pay the correspondent bank's charges

c. We will tell you if the information provided by you for making a payment abroad is adequate or not. In case of any discrepancies or incomplete documentation, we will advise you immediately and assist you to rectify/complete the same

d. If money is transferred to your bank account

from abroad, we will tell you the original amount received and charges if any levied. If the sender has agreed to pay all charges, we will not take any charges when we credit the money into your account

e. We will guide you about the regulatory requirements or conditions relating to foreign exchange Services offered by us as and when requested by you

f. In case of delay beyond the day when the amount is due for credit, you will be compensated (a) for any loss on account of interest for due period beyond the due date and (b) also for adverse movement of forex rate as per the compensation Policy of the Bank

g. All certificates required to be issued under regulatory/statutory instructions will be issued free of charge

8.11 Remittances within India

If you want to remit money within India we will inform you how to effect it and will:

a. Give a description of our Services and how to use them

b. Suggest to you the best way to send the money to suit your needs

c. Disclose the details of all charges including commission that you will have to pay for the Service as per the Tariff Schedule

d. Send you an SMS/e-mail informing you of the fate/status of the remittance made by you through mobile banking/NEFT/RTGS

e. Make available on our website updated contact details of our customer facilitation centres to handle your queries/complaints regarding NEFT/RTGS transactions

f. In case of any delay we will compensate you for the delay and any loss/additional expense incurred by you

g. We will extend remittance facilities within prescribed limits to walk-in customers too

8.12 Lending

a. We will have a board approved policy on

loans and advances

b. We will base our lending decisions on a careful and prudent assessment of your financial position and capacity to repay

c. We will not discriminate on grounds of sex, caste and religion in the matter of lending. However, this does not preclude us from instituting or participating in schemes framed for specified sections of the society

8.12.1 Loans

8.12.1.1 General information

We will:

a. Give you the Most Important Terms and Conditions (MITC) governing the loan/credit facility you have sought to avail

b. Give you information explaining the key features of our loan and Credit Card products including applicable fees and charges while communicating the sanction of the loan/ Credit Card

c. Advise you about the information/documentation we need from you to enable you to apply. We will also advise you what documentation we need from you with respect to your identity, address, employment, etc. and any other document that may be stipulated by statutory authorities (e.g. PAN details), in order to comply with legal and regulatory requirements

d. Verify the details mentioned by you in the loan/Credit Card application by contacting you at your residence and/or on business telephone numbers and/or physically visiting your residence and/or business addresses through agencies appointed by us for this purpose, if deemed necessary by us

e. If we offer you an overdraft, or an increase in your existing overdraft limit, tell you if your overdraft is repayable on demand or otherwise. We will, if required, also advise about the method of calculation of overdrawn amount and also the computation of interest

f. In case we offer/approve a credit facility over

the telephone, we will credit your account with the amount only after receiving your acceptance in writing or through any other mode and where your consent is obtained through authenticated electronic means/after necessary validation

g. Not offer any unsolicited pre-approved credit facility in any form, including enhancement of Credit Card limit and top-up of personal loan limits, etc.

8.12.1.2 Applications for loans and their processing

a. At the time of sourcing a loan product, we will provide as part of the loan application form, information about the interest rates along with the annualised rates of interest, whether floating or fixed, as also the fees/charges payable for processing, the amount of such fees refundable if loan is not sanctioned/ disbursed, pre-payment options and charges, if any, penal rate of interest for delayed repayments, if any, conversion charges for switching your loan from fixed to floating rates or vice versa, existence of any interest reset clause and any other matter which affects the interest of the borrower, so that a meaningful comparison with those of other banks can be made and an informed decision can be taken by you

b. We will provide you with a checklist of documents to be submitted (compliant with legal and regulatory requirements) along with the loan application form to enable you to submit the application complete in all respects. If required, we will assist you in filling up your loan application form

c. We shall invariably provide you with an acknowledgement of your loan application, whether submitted online or manually, indicating therein the time frame within which the application will be processed

d. We will convey our decision on your loan application for a limit up to ₹20,00,000 within 30 working days from the date of receipt of the application provided your application is complete in all respects and is submitted along with all the documents as per check list provided.

We will convey our decision on applications beyond ₹20,00,000 within a reasonable time frame

e. Normally all particulars required for processing the loan application will be collected by us at the time of application. In case we need any additional information we will contact you immediately

f. We will communicate, in writing, the reason(s) for rejection of your loan application

g. We will provide you the sanction letter detailing particulars of amount sanctioned and the terms and conditions

h. We will provide you an amortisation schedule (schedule of repayment of principal and interest for the duration of the loan)

i. We will also inform you whether you have an option to let equated monthly instalments stay constant and changed tenure or vice versa when the interest rate changes

j. We will, at your request, supply authenticated copies of all the loan documents executed by you at our cost along with a copy each of all enclosures quoted in the loan document

k. We will give written receipt for all documents to title taken as security/collateral for any loan

l. We will endeavour to send you a communication through letter/mail or SMS about the status of your account before it becomes an NPA

m. We will give you notice, sufficiently in advance, if we decide to recall/accelerate payment or performance under the agreement or seek additional securities

n. We will provide you with an annual statement of account of your term/demand loans

o. We will provide you with the loan statement, more often, if required, at a cost which will be indicated in the Tariff Schedule

p. We will return to you all the securities/ documents/title deeds to mortgaged property within 15 days of the repayment of all dues agreed to or contracted. If any right to set off is

to be exercised for any other claim, we will give due notice with full particulars about the other claims and retain the securities/documents/title to mortgaged property till the relevant claim is settled/paid

q. We will compensate you for any delay in return of securities/documents/title deeds to mortgaged property beyond 15 days of the repayment of all dues agreed to or contracted

r. In the event of our losing the securities/documents/title deeds you have provided to us when you availed a loan, we will compensate you for the loss

RBI does not keep funds or accounts of any individual/public/trust. Do not be a victim to any such offers coming to you on phone or email in the name of RBI



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