

# A palette of services to meet your banking needs



## Your HSBC Savings Account

One decision. A complete solution.

With your HSBC Savings Account, you can get it all:

- Greater choice
- Greater financial expertise
- Greater convenience

## Key Things You Should Know

- HSBC Savings Account brings to you a range of features that include:
  - Personalised payable-at-par cheque book
  - An international debit card which offers unlimited free ATM transactions at HSBC ATMs in India and 5 free transactions at non-HSBC Visa ATMs in India with a daily transaction limit of ₹25,000 and daily purchase limit of ₹40,000
  - Personal Internet Banking that allows you the convenience of transacting and paying your bills online
- You can enjoy the host of benefits/features of this account if you:
  - Maintain an Average Quarterly Balance (AQB) of ₹150,000 or more in a combination of savings account, current account and fixed deposit balances **OR**
  - Hold a Corporate Salary Account under the Corporate Employee Programme (CEP) with monthly salary credits into this account **OR**
  - Have a mortgage relationship with HSBC, with Equated Monthly Instalments (EMI) being debited from this account towards the mortgage loan repayment with HSBC
- Customers need to fulfil the HSBC Savings Account AQB, failing which a quarterly Service Charge of 1% (plus applicable taxes\*\*) of the shortfall of the AQB will be levied for the quarters in which the eligibility criteria is not met. A notification will be sent to customers in the month immediately following the end of the quarter in case the account has had a shortfall. In the event the AQB is restored to the required level in the following quarter, there will be no charge. If there remains a shortfall, the Service Charge will be levied on the lower of the shortfalls in the two relevant quarters
- For detailed information on HSBC Savings Account, eligibility criteria, account rules, service charges as well as applicable terms and conditions, please visit the 'Savings Account' under 'Personal Banking' section on our website [www.hsbc.co.in](http://www.hsbc.co.in)
- HSBC will notify you of any changes in the terms and conditions of this product with prior notice of one month

\*\*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 1 July 2017.

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# Eligibility Criteria

## Eligibility Criteria w.e.f. 1 April 2017

- Maintain an Average Quarterly Balance (AQB) of ₹150,000 or more in a combination of savings account, current account and fixed deposit balances **OR**
- Hold a Corporate Salary Account under the Corporate Employee Programme (CEP) with monthly salary credits into this account **OR**
- Have a mortgage relationship with HSBC, with Equated Monthly Instalments (EMI) being debited from this account towards the mortgage loan repayment with HSBC

Senior Citizens are required to maintain an AQB of ₹10,000 in a combination of savings account, current account and fixed deposit balances. Please note that there will be no service charge levied on senior citizen accounts in case the eligibility criteria is not met.

Customers need to fulfil the HSBC Savings Account AQB, failing which a quarterly Service Charge of 1% (plus applicable taxes\*\*) of the shortfall of the AQB will be levied for the quarters in which the eligibility criteria is not met. A notification will be sent to customers in the month immediately following the end of the quarter in case the account has had a shortfall. In the event the AQB is restored to the required level in the following quarter, there will be no charge. If there remains a shortfall, the Service Charge will be levied on the lower of the shortfalls in the two relevant quarters.

\*\*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 1 July 2017.

## Clubbing of Relationships

The eligibility criteria for HSBC Savings/Current Account needs to be maintained as per the combination and order of accountholders, and the Customer ID\* of the accounts. For customers holding multiple accounts with the Bank and maintaining separate combination and/or order of holders, the eligibility criteria needs to be maintained separately. For example, if a customer holds two accounts in his single name, the balances of both accounts (provided they are linked under the same Customer ID\*) will be considered for the calculation of AMB. However, if the same customer maintains one account in his sole name and another one in joint names, then the eligibility criteria will need to be maintained separately in both sets of accounts. Similarly, if the customer is a primary accountholder in one account and the secondary accountholder in another account, with the same set of accountholders, the eligibility criteria will need to be maintained separately under both sets of accounts.

\*Please approach the nearest HSBC branch or call HSBC PhoneBanking for more details on your Customer ID.

# HSBC Savings Account

HSBC brings to you a comprehensive banking solution, which offers wide array of products to choose from, enhanced security features, and easy-to-use self-banking channels.

- [Greater Choice](#)
- [Greater Convenience](#)
- [Important Information](#)
- [Your privacy is important to us](#)
- [Some Frequently Asked Questions about the HSBC Savings/Current Account](#)
- [HSBC Savings/Current Account Tariff Schedule](#)

## Greater Choice

We recognise that customer needs are diverse and yet, unique. We therefore offer you a suite of products that cater to different needs.

- **Deposit accounts**

SmartMoney - The SmartMoney Account facility is a combination of a savings account and fixed deposit(s), which enables you to enjoy higher returns of a fixed deposit and yet retain the liquidity and flexibility to meet your needs.

- **Home Loans and Loans Against Property**

We bring to you Home Loans, Smart Home, Loan Against Property (LAP) and Smart Loan Against Property (SmartLAP) to help you buy a new home or take a loan against your existing home.

- **Personal Loans and Credit Cards**

Get more freedom. Freedom to buy something special with a Personal Loan or flexible spending power with the HSBC Credit Cards available. HSBC Credit Cards are accepted at millions of outlets worldwide for everyday purchases and that special gift or occasion.

## Greater Convenience

We have a wide range of self-service banking channels that help you bank with ease.

- **Internet Banking**

HSBC's Internet Banking is quick, easy and secure, allowing you access to a wide range of services such as utility bill payments, fund transfers, online statements, etc.

The Security Device, one of the technological innovations from HSBC, provides you an enhanced level of security, as access to your Internet Banking account is now based on a 2-step authentication process.

Since the Security Device is in your possession and the username and password is known only to you, only you can access your account online. Simple to use and easy to carry, the Security Device ensures that you can access your financial information online, in a completely secure environment.

- **PhoneBanking**

Make your banking experience quick, efficient, secure and easy by using HSBC PhoneBanking. To avail of the HSBC PhoneBanking service, all you need is your account number/Personal Banking Number (PBN)/credit card number and your 6-digit PhoneBanking Personal Identification Number (PIN). Our automated service (IVR) and officer assisted emergency services such as reporting loss of card, stop cheque instructions, etc., are available 24 hours a day, 7 days a week.

- **ATMs**

Cash withdrawals, balance enquiry, HSBC Credit Card payments and much more.

- **Mobile Alerts**

HSBC introduces Mobile Alerts - a service that allows you to stay updated on your banking transactions. Just register for our free Mobile Alerts service to receive SMS alerts for select banking transactions, SMS reminders for your payment due dates and fixed deposit maturity dates, and even your mini-statement! All this is free.

## Important Information

The information provided above is intended as a general guide for reference. Benefits and features may be subject to local country regulatory restrictions and applicable terms and conditions. We request you to visit [www.hsbc.co.in](http://www.hsbc.co.in) for details and terms and conditions on the product and services mentioned herein. Should you require further information on the same, please feel free to call us on our HSBC PhoneBanking numbers or e-mail us at [info@hsbc.co.in](mailto:info@hsbc.co.in)

All loans are at the sole discretion of The Hongkong and Shanghai Banking Corporation Limited, India (HSBC).

Personal Loans are available in the cities of Mumbai, New Delhi (NCR), Pune, Kolkata, Bengaluru, Hyderabad, Ahmedabad, Jaipur, Chandigarh and Chennai only and are subject to change from time to time.

Home Loans and Loan Against Property are available for applicant and properties in and around the city limits of Mumbai, Pune, New Delhi (NCR), Bengaluru, Chennai, Ahmedabad, Chandigarh, Jaipur and Hyderabad; and are subject to change from time to time.

\*A senior citizen is defined as a person above the age of 60 years.

# Some Frequently Asked Questions about the HSBC Savings/Current Account

- **What is the Average Monthly Balance requirement for the HSBC Savings/Current Account?**

HSBC Savings/Current Account requires an Average Monthly Balance (AMB) of ₹150,000 in a combination of savings/current accounts and fixed deposits.

Senior citizen customers are required to maintain an AMB of ₹10,000 in a combination of savings/current accounts and fixed deposits.

- **Is there a charge for non-maintenance of the required balance?**

Senior Citizens are required to maintain an AQB of ₹10,000 in a combination of savings account, current account and fixed deposit balances. Please note that there will be no service charge levied on senior citizen accounts in case the eligibility criteria is not met.

Customers need to fulfil the HSBC Savings Account AQB, failing which a quarterly Service Charge of 1% (plus applicable taxes\*\*) of the shortfall of the AQB will be levied for the quarters in which the eligibility criteria is not met. A notification will be sent to customers in the month immediately following the end of the quarter in case the account has had a shortfall. In the event the AQB is restored to the required level in the following quarter, there will be no charge. If there remains a shortfall, the Service Charge will be levied on the lower of the shortfalls in the two relevant quarters.

- **What is the rate of interest that I can earn on HSBC Savings/Current Account?**

Currently, you earn interest at 4.00% p.a. (paid quarterly) on HSBC Savings Account balances. No interest is paid on current account balances.

- **Can I access the account when I am out of town/travelling within India?**

Yes, you can check both, the balances in the account as well as the transaction history at any HSBC branch/HSBC ATM. You can also apply for the Internet Banking or HSBC PhoneBanking facility, which will provide access to the account balances and other services.

- **Can I withdraw cash in any other city where I do not have an HSBC Savings Account?**

It is possible to withdraw cash using the HSBC Debit Card at any HSBC or non-HSBC Visa ATM in India or overseas, subject to a daily transaction limit of ₹25,000.

You can avail of unlimited ATM transactions from HSBC ATMs in India and 5 transactions from other bank ATMs in India in a calendar month, beyond which a charge of ₹20 per transaction is applicable. For overseas ATM transactions (at HSBC or non-HSBC ATMs), a transaction fee (₹120 for withdrawal and ₹15 for balance enquiry) is applicable.

The information provided is intended as a general guide for reference. Benefits, features and charges are subject to change.

Please refer to [www.hsbc.co.in](http://www.hsbc.co.in) for detailed information.

# HSBC Savings/Current Account Tariff Schedule

(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 1 July 2017.)

With effect from: 5 September 2014

	HSBC Savings/ Current Account	HSBC Savings/Current Account Senior Citizens
<b>Account Statements</b>		
Issue of pass book or statement	No charges applicable	No charges applicable
Issue of duplicate statement	₹200 per statement cycle	₹100 per statement cycle
Issue of duplicate pass book	₹100	₹100
Issue of duplicate TDS certificate	₹100	₹50
Statement on hold as returned undelivered (Annual fees)	₹100	₹100
<b>Cheque Book</b>		
Re-order of cheque book	No charges applicable	No charges applicable
Re-order of cheque book - Urgently issued at branch	₹100	₹100
Urgent cheque leaf issued over the counter	₹50	₹50
<b>Local Currency Cheque Collections and Payments</b>		
In-house cheque/cheque based transfer within accounts of HSBC India	No charges applicable	No charges applicable
Stop payment	₹100	₹50
ECS return (per instrument)	₹275	₹140
Cheque return – Outward and inward for insufficient funds and technical reasons (per instrument). Charges will be levied each month for the previous month's transaction	₹275	₹140

	<b>HSBC Savings/ Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Local Currency Cheque Collections and Payments</b>		
Upcountry cheque collection - Savings account	₹25 per instrument (upto and including ₹5,000)	₹25 per instrument (upto and including ₹5,000)
Upcountry cheque collection - Savings account	₹50 per instrument (above ₹5,000 and upto and including ₹10,000)	₹50 per instrument (above ₹5,000 and upto and including ₹10,000)
	₹100 per instrument (above ₹10,000 and upto and including ₹1 lakh)	₹100 per instrument (above ₹10,000 and upto and including ₹1 lakh)
	₹150 per instrument (greater than ₹1 lakh)	₹150 per instrument (greater than ₹1 lakh)
Upcountry cheque collection - Current account	₹50 per instrument (upto ₹10,000)	₹50 per instrument (upto ₹10,000)
	₹100 per instrument (₹10,001 - ₹1 lakh)	₹100 per instrument (₹10,001 - ₹1 lakh)
	₹150 per instrument (greater than ₹1 lakh)	₹150 per instrument (greater than ₹1 lakh)
Service charges for cheque collection under speed clearing for savings account	Upto ₹1 lakh - Nil	Upto ₹1 lakh - Nil
	Above ₹1 lakh - ₹100 per instrument	Above ₹1 lakh - ₹100 per instrument
<b>Miscellaneous Services</b>		
Balance confirmation	₹50	₹50
Interest and cheque issuance certificate	₹50	₹50
Photo and address attestation	₹50	₹50
Signature verification	₹50	₹50
Cash deposit/withdrawal at branch	No charges applicable for first 12 transactions per month, post which ₹50 per transaction	No charges applicable for first 12 transactions per month, post which ₹50 per transaction

	<b>HSBC Savings/ Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Security Device</b>		
First time issuance for Security Device (OTP)	₹500. No charges applicable for non-resident customers	No charges applicable
Security Device (OTP) replacement	₹500	No charges applicable
Urgent Security Device replacement at branches	₹500	₹500
<b>Account Maintenance</b>		
Conversion from joint account to sole account OR sole account to joint account	No charges applicable	No charges applicable
Account closure	Nil for account closure within 14 days, ₹1,000 for closure within 6 months	Nil for account closure within 14 days, ₹500 for closure within 6 months
Account not operated for more than 2 years	No charges applicable	No charges applicable
Collect at branch deliverables	₹100	₹100
<b>Direct Channels</b>		
Internet Banking and PhoneBanking facility	No charges applicable	No charges applicable
Re-issue of PhoneBanking/ Internet user ID and password	No charges applicable	No charges applicable
<b>Standing Instructions</b>		
Transfers between HSBC Accounts in India	₹50 per instruction set-up	₹50 per instruction set-up
Transfers between non-HSBC Accounts in India	₹100 per instruction set-up	₹100 per instruction set-up
Standing Instruction amendment	₹25 per instruction amendment	₹25 per instruction amendment

	<b>HSBC Savings/ Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
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### **RTGS/NEFT Transfer**

Charges applicable to outward NEFT transactions conducted through Internet Banking will be levied each month for the previous month's transactions. Subject to Internet Banking limits as designated on customer's HSBC Account. On registering for Internet Banking service, the customer will be provided with third party pre-designated and non-designated limits. Pre-designated limits can be set upto ₹15 lakh per customer per day and non-designated limits can be set upto ₹15 lakh per customer per day. Customers will have the option to increase/reduce limits as per the maximum limits provided by the Bank by using the Internet Banking facility. Customers are requested to visit the nearest HSBC branch for executing outward RTGS/NEFT transactions above ₹15 lakh.

<b>Outward RTGS Transfers</b>		
₹2 lakh to ₹5 lakh	₹25 per transaction	₹25 per transaction
Above ₹5 lakh	₹50 per transaction	₹50 per transaction

<b>Outward NEFT Transfers</b>		
Upto ₹10,000	₹2.5 per transaction	₹2.5 per transaction
₹10,001 to ₹1 lakh	₹5 per transaction	₹5 per transaction
Above ₹1 lakh to ₹2 lakh	₹15 per transaction	₹15 per transaction
Above ₹2 lakh	₹25 per transaction	₹25 per transaction

<b>Demand Draft/Cashier's Order Issuance</b>		
Demand draft/cashier's order payable at HSBC branch locations	0.1% of the value of demand draft/cashier's order subject to a minimum of ₹100 and a maximum of ₹2,500; No charges applicable on requests placed through Internet Banking and 25% of branch charges for requests placed through HSBC PhoneBanking	0.1% of the value of demand draft/cashier's order subject to a minimum of ₹100 and a maximum of ₹2,500; No charges applicable on requests placed through Internet Banking and 25% of branch charges for requests placed through HSBC PhoneBanking

	<b>HSBC Savings/ Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Demand Draft/Cashier's Order Issuance</b>		
Demand draft/cashier's order payable at non-HSBC branch locations	0.3% of the value of demand draft/cashier's order subject to a minimum of ₹100; No charges applicable on requests placed through Internet Banking and 25% of branch charges for requests placed through HSBC PhoneBanking	0.3% of the value of demand draft/cashier's order subject to a minimum of ₹100; No charges applicable on requests placed through Internet Banking and 25% of branch charges for requests placed through HSBC PhoneBanking
Demand draft cancellation for payable at HSBC/ non-HSBC branch locations	No charges applicable	No charges applicable
Demand draft duplicate issuance for both payable at our branches and non-branch location	No charges applicable	No charges applicable
<b>Foreign Currency Cheque Collections and Payments</b>		
Foreign currency cheque return and cancellation (per instrument)	₹200 + ₹1,000 as cover charges for correspondent banks	₹200 + ₹1,000 as cover charges for correspondent banks
Foreign currency cheque clearance	0.56% of the value of the cheque or ₹337 whichever is higher	0.56% of the value of the cheque or ₹337 whichever is higher
Issuing a cheque in a country/location where HSBC has branches	0.35% of the value of the cheque or ₹50 whichever is higher	0.35% of the value of the cheque or ₹50 whichever is higher
Issuing a cheque in a country/location where HSBC has no branches	0.40% of the value of the cheque or ₹100 whichever is higher	0.40% of the value of the cheque or ₹100 whichever is higher
Foreign currency cheques sent for collection outside India	0.50% of ₹ value + applicable taxes**	0.50% of ₹ value + applicable taxes**

	<b>HSBC Savings/ Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Telegraphic Transfers (TT) and Foreign Currency Demand Drafts</b>		
Local telegraphic transfers	0.3% of value (Min. ₹100, Max. ₹1,500) + cable charge of ₹100	0.3% of value (Min. ₹100, Max. ₹1,500) + cable charge of ₹100
Foreign currency telegraphic transfers (other than FCNR(B) Accounts)	0.3% of value (Min. ₹100, Max. ₹1,500) + cable charge of ₹200 for same currency TT and ₹400 for cross currency TT	0.3% of value (Min. ₹100, Max. ₹1,500) + cable charge of ₹200 for same currency TT and ₹400 for cross currency TT
Foreign currency demand drafts (other than FCNR (B) Accounts)	0.3% of value (Min. ₹100, Max. ₹1,500) additional ₹250 for cross currency drafts	0.3% of value (Min. ₹100, Max. ₹1,500) additional ₹250 for cross currency drafts
Issue of duplicate instrument	₹300 + ₹1,000 as cover charges for correspondent banks	₹300 + ₹1,000 as cover charges for correspondent banks
Demand draft cancellation	₹200 + ₹1,000 as cover charges for correspondent banks	₹200 + ₹1,000 as cover charges for correspondent banks
Telegraphic transfer - Inward processing fee (including FIRC charges)	₹300 No charges applicable for non-resident customers	₹300 No charges applicable for non-resident customers

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 1 July 2017.

The transaction value for forex conversion services is calculated based on the slabs given below:

<b>Amount of currency exchanged</b>	<b>Value of Supply</b>
Up to ₹100,000	1% of gross amount exchanged, subject to minimum amount of ₹250
From ₹100,001 to ₹10,00,000	₹1,000 plus 0.5% of gross amount exchanged
Above ₹10,00,000	₹5,500 plus 0.1% of gross amount exchanged, subject to maximum of ₹60,000

	<b>HSBC Savings/ Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>SmartMoney Account (Minimum Fixed Deposit of ₹25,000)</b>		
Overdraft interest rate	Interest on amount overdrawn will be charged at the rate of 2% over the weighted average of the interest rates applicable to the linked fixed deposits, subject to a maximum of the Bank's Prime Lending Rate as may be declared by the Bank from time to time	Interest on amount overdrawn will be charged at the rate of 2% over the weighted average of the interest rates applicable to the linked fixed deposits, subject to a maximum of the Bank's Prime Lending Rate as may be declared by the Bank from time to time

<b>SmartMoney International Account (Minimum Fixed Deposit as specified for the available Foreign/Local Currency Deposit)</b>		
Overdraft interest rate	2% over the weighted average of the interest rates applicable to the linked NRE/NRO fixed deposits OR At the Bank's Prime Lending Rates as may be declared by the Bank from time to time for overdraft against FCNR(B) deposits	2% over the weighted average of the interest rates applicable to the linked NRE/NRO fixed deposits OR At the Bank's Prime Lending Rates as may be declared by the Bank from time to time for overdraft against FCNR(B) deposits

<b>Safe Deposit Lockers</b> (rental charges per annum)		
A/Y. (11.75 x 15.88 x 46.99)	₹3,600	₹3,600
B/Z. (15.56 x 19.69 x 46.99)	₹4,600	₹4,600
C. (11.75 x 34.29 x 46.99)	₹5,200	₹5,200
D. (18.42 x 24.77 x 46.99)	₹7,800	₹7,800
E. (15.56 x 41.28 x 46.99)	₹8,500	₹8,500
F. (26.67 x 34.29 x 46.99)	₹21,000	₹21,000
G. (18.42 x 52.39 x 46.99)	₹21,000	₹21,000
H. (31.12 x 41.28 x 46.99)	₹27,000	₹27,000
K. (40.00 x 52.39 x 46.99)	₹35,000	₹35,000
Charge for loss of Key	₹1,000	₹1,000
Change in locker holders name/nomination	₹100	₹100
Blocking lockers as a result of an attachment by IT authorities	₹500	₹500

	<b>HSBC Savings/ Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Fixed Deposit</b>		
Interest penalty on premature withdrawals (including re-booking)	1.00%	1.00%

<b>Debit Card Charges</b>		
Annual fee (First year)	No annual charges applicable	No annual charges applicable
Annual fee (Second year onwards)	₹150	₹150
Cash withdrawal and balance enquiry at HSBC ATMs in India	No charges applicable	No charges applicable
Cash withdrawal/balance enquiry at other bank ATMs in India	No charges applicable for first 5 transactions per month. Subsequent transactions will be charged ₹20 per transaction	No charges applicable for first 5 transactions per month. Subsequent transactions will be charged ₹20 per transaction
Other bank ATM cash withdrawals/balance enquiries (outside India)	Cash withdrawal - ₹120 per withdrawal	Cash withdrawal - ₹120 per withdrawal
	Balance enquiry - ₹15 per enquiry	Balance enquiry - ₹15 per enquiry

<b>Debit Card Charges</b>		
HSBC Group ATM transactions (outside India)	Cash withdrawal - ₹120 per withdrawal	Cash withdrawal - ₹120 per withdrawal
	Balance enquiry - ₹15 per enquiry	Balance enquiry - ₹15 per enquiry
Card replacement fee (outside India/within India)	₹150 plus International/National courier charges as applicable.	₹150 plus International/National courier charges as applicable.
Charge slip retrieval/charge back processing fee	₹225	₹225
Duplicate PIN issue for ATM and debit cards	No charges applicable	No charges applicable
Transactions declined due to insufficient funds at ATM	₹25 per transaction	No charges applicable
Currency conversion mark-up (international transactions)	3.5% of transaction value	3.5% of transaction value

	<b>HSBC Savings/ Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Debit Card Charges</b>		
Per transaction limit for cash withdrawal at other bank ATMs in India	₹10,000	₹10,000
ATM cash withdrawal limit (per day)	₹25,000	₹25,000
Purchase transaction limit (per day)	₹40,000	₹40,000
Transfer limits (to accounts linked to or not linked to card) (per day)	₹50,000	₹50,000

**List of abbreviations:**

1. FCNR(B) : Foreign Currency (Non-Resident) Accounts (Banks)
2. NRE : Non-Resident External
3. NRO : Non-Resident Ordinary
4. NEFT : National Electronic Funds Transfer
5. RTGS : Real Time Gross Settlement



# Service Guide/Security enhancement and Terms and Conditions of the HSBC India Debit Card

## **HSBC India Debit Card Service Guide**

- Knowing your HSBC India Debit Card
- Important points
- Getting started with your HSBC India Debit Card
- Benefits of HSBC India Debit Card
- Safeguarding your HSBC India Debit Card
- Guidelines for international usage
- Tariff

## **Security enhancement on HSBC India Debit Card**

- A secure debit card
- Secure transactions at merchant establishments
- How do I use my HSBC India Debit Card at merchant establishments?
- Secure transactions online

## **Terms and Conditions of the HSBC India Debit Card**

# HSBC India Debit Card Service Guide

Dear Customer,

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 India Debit Card (hereinafter referred to as '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 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 India Debit Card can be used at HSBC Group ATMs of Visa network and at Visa merchant outlets.

The HSBC India 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 India Debit Card, please read this service guide and Cardholders 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 India Debit Card.

Yours sincerely,



Manish Sinha  
Head - Customer Value Management

# Knowing your HSBC India Debit Card

## Front

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 debit card can only be used at merchant outlets with Point of Sale (POS) swipe terminals. Please do not use your debit card at merchants with 'paper imprinters' or for Mail Order/Telephone Order (MOTO) transactions.
5. **Valid From - Expires On (mm/yy):** Your debit card is valid 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 accepts your HSBC India Debit Card.



## Back

- Magnetic stripe:** Important information pertaining to your debit card is encoded here. Please protect your debit card from scratching and exposure to magnets and magnetic fields as they can damage the stripe.
- Signature panel:** Please sign on this panel immediately on receipt of your debit card with a non-erasable ballpoint 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.



- Personal Identification Number (PIN):** You will receive a confidential PIN for use of your debit card at ATMs and Point of Sale (POS) terminals.

## Important Points

- Please check the name on your HSBC India Debit Card and sign on the signature panel on the reverse of your HSBC India 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](http://www.hsbc.co.in) or call HSBC PhoneBanking for further details. 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 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 India branch
- You will be required to authenticate your purchases at merchant outlets 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. Please contact us, in case you need a new ATM PIN to be issued
- Since PIN/signature verification is essential for debit card transactions, you need to be physically present along with your HSBC India Debit Card at the time of purchase i.e. the HSBC India Debit Card cannot be used for Mail Order/ Telephone Order (MOTO) transactions
- For your safety, the HSBC India Debit Card sent to you is inactive, for use at merchant establishments. (Please refer to the section, 'Getting started with your HSBC India Debit Card' on page 25, for details on how to activate your card)
- A Personal Identification Number (ATM PIN) will be issued to you separately for using your HSBC India Debit Card at ATMs and POS terminals
- By using your debit card, you accept the terms and conditions stated in the Cardholder agreement enclosed with this service guide and amended from time to time. The terms and conditions are also uploaded on the HSBC India website for Cardholders information
- In case you use your HSBC India 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 HSBC India 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 note that the usage of your card has to be in accordance with FEMA and any violation may hold you liable for action as per guidelines of the Act

- If you are receiving an HSBC India 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 India Debit Card linked to any of the accounts which is linked to this HSBC India 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 India Debit Card
- You will be able to access your primary account at merchant establishments whilst transacting on this debit card
- You can use your HSBC India Debit Card at HSBC India Group ATMs and ATMs of Visa network and at Visa merchant outlets worldwide

**Please note:**

HSBC India Debit Cards linked to Non-Resident Ordinary (NRO) account or Power of Attorney (POA) debit card linked to HSBC India NRE Account will have access only to HSBC India ATMs, ATMs affiliated to the Visa network and Visa merchant outlets in India.

# Getting started with your HSBC India Debit Card

## Activating your HSBC India 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 card:

- Use your HSBC India 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**
- 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**
- Make a PhoneBanking PIN verified call to HSBC India PhoneBanking/ Customer Service Representative in your city to confirm receipt and they will activate your 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.

## Using your HSBC India Debit Card

Your debit card from HSBC India is extremely versatile and simple to use, being valid both in India and overseas.

It works in the same way as a credit card does for purchase transactions at merchant outlets, with the only difference being that the transaction amount is directly debited to your bank account.

The debit card doubles up as an ATM card, thus saving you the need to carry a separate ATM card.

Your bank account linked to the debit card should have appropriate balance to carry out any transactions on your debit card.

## **At ATMs**

At any HSBC ATM in India you can:

- Withdraw cash
- Obtain a mini account statement for your last 8 transactions
- Get your available account balance
- Request account statements
- Transfer funds between HSBC Accounts
- Change PIN
- Request a cheque book
- Deposit cash/cheque

### **Please note:**

Cash withdrawals at HSBC ATMs and other banks' Visa ATMs in India will be free of cost. At other banks' Visa ATMs in India and HSBC ATMs overseas, you can perform cash withdrawal and balance enquiry transactions only. All international transactions will continue to be charged.

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 (plus applicable taxes\*\*) on all international transactions (ATM and POS) using the HSBC India Debit Card.

Daily ATM cash withdrawal limits will apply. As a savings/current account holder you can withdraw upto ₹25,000 per day.

**Note:** Cardholders who have opted for international use, will be able to perform the above transactions at international HSBC ATMs.

\*\*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 1 July 2017.

## **At merchant establishments**

Follow these simple steps to ensure total shopping satisfaction.

Please note that since ATM PIN/signature verification is essential for debit card transactions, you need to be physically present along with your card at the time of purchase, i.e. the debit card cannot be used for Mail Order/Telephone Order or Internet Transactions.

- Look for Visa/Visa Electron sign at the Point of Sale (POS) merchant establishment. The merchant must have an POS card swiping terminal
- Present your debit card after making your purchase
- The debit card will be swiped by the merchant for authorisation

- At the PIN enabled POS outlets, you will be required to enter your HSBC India Debit Card ATM PIN on the POS machine
- A charge slip will be generated
- Check and sign the charge slip. Your signature must match the one on the reverse of the debit card
- Ensure your debit card is returned to you
- 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
- Please refer to the section titled 'Important guidelines on international usage' for details on usage of your HSBC Debit Card at merchant establishments located outside India

As a savings/current account holder, you will be able to purchase items worth upto ₹40,000 per day on your debit card.

When using the debit card at a merchant establishment, the purchase amount will always be debited to the designated primary account of the debit card.

### **International usage\***

Your debit card is valid in India and overseas. However, it is not valid for making transactions in currencies other than the local currency of India, Nepal and Bhutan when travelling in Nepal and Bhutan.

All of your debit card transactions (purchases as well as cash withdrawals) overseas must be made in strict accordance with the Exchange Control Regulations of the Reserve Bank of India prevailing from time to time.

In the event of your failure to do so, you will be liable for action under the Foreign Exchange Management Act, 1999.

Detailed instructions as to the use of your debit card overseas can be found in the section 'Guidelines for international usage' on page 31.

\*Applicable to debit cards issued on Resident and NRE accounts.

### **Online usage**

- Your HSBC India 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 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 Verified by Visa (VbV) service
- Please note that, you will not be able to transact online other than Verified by Visa (VbV) sites

- To shop online with your HSBC India Debit Card, you would require to authenticate the transaction using an OTP One Time Password (OTP). 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 India Debit Card while undertaking such online transactions

# Benefits of HSBC India Debit Card

## **Global customer assistance**

Debit Cardholders from HSBC India can receive global assistance, 24 hours a day, 7 days a week when they travel overseas, from Visa global customer assistance services. These services can be used for lost/stolen card reporting or miscellaneous information that you may require overseas regarding medical, legal or other matters.

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

Australia: 1-800-450346      Hong Kong: 800-900-782

Canada: 866-639-1911      United Kingdom: 0800-169-5189

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

In case you are travelling in any other part of the world, you may avail of these services by making a collect call to 1410-581-79-31 or the Visa Global Assistance Centre in Singapore to 0065-6345-1345.

## **Please note that the services are charged as follows:**

Miscellaneous customer service enquiries: USD 5 per call  
lost/stolen card reporting: USD 35 per card.

## **Additional cards**

Additional cards will be issued to joint accountholders of the account, provided the operating instructions for the account are 'anyone or survivor'. Annual fees would apply for each of the additional cards applied for.

## **Account statement**

Transactions on your debit card including those of additional cards will reflect along with relevant details on your regular bank account statement sent periodically. Additional debit Cardholders will not receive a separate account statement.

In case you require the frequency of the statement to be changed, please contact the Bank. Charges will apply. Please refer to the Tariff Sheet.

## Safeguarding your HSBC India Debit Card

Following these simple guidelines will ensure that using your debit card from HSBC India is a pleasant experience:

- Treat your debit card in the same way you treat cash. Keep it with you at all times and never leave it unattended
- Your debit card is for your exclusive use only. It should never be surrendered to anyone other than a designated Bank Officer at the HSBC India Branch only after cutting it into several pieces across the magnetic stripe
- Never reveal or surrender your Personal Identification Number (PIN) to anyone. Please destroy all evidence of the PIN after memorising it and never keep a written copy of it in close proximity to your debit card. It is also recommended that you change the PIN to a number of your choice as soon as possible and at regular intervals (at least once in three months thereafter)
- If your debit card is lost/stolen, or if you suspect that your debit card has been used fraudulently, call the HSBC India PhoneBanking/Customer Service Representatives immediately to report the loss
- In case you need your debit card re-issued or terminated, please send in your request in writing to the HSBC Branch where you have your account. Upon card expiry or closure of your account, please cut your debit card in several pieces across the magnetic stripe
- Always ensure that the debit card is used in your presence when transacting at merchant establishments. Never sign an incomplete charge slip
- Do not attempt to use your debit card at merchant establishments that do not possess Point of Sale (POS) swipe terminals
- Please promptly notify HSBC India, in writing, of any change in your telephone numbers or mailing address

If you require any assistance or are not satisfied with our services, please call HSBC India PhoneBanking or write to your Branch Manager. Details are available on HSBC India website [www.hsbc.co.in](http://www.hsbc.co.in)

## Guidelines for international usage

[Applicable to debit cards issued on Resident and NRE accounts if opted for international usage]

- All expenses including cash withdrawals incurred overseas must be strictly in accordance with the Exchange Control Regulations of the Reserve Bank of India (RBI). Please note that 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 the RBI, as prevailing from time to time

### Foreign Exchange Entitlement (as per RBI regulations existing on date of print)

1. Basic Travel Quota (BTQ) Resident Indians are allowed a BTQ entitlement not exceeding USD 10,000 or its equivalent per person in one calendar year for one or more private visits to any country (except Nepal and Bhutan).
2. 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. Cardholders who choose domestic usage facility will not be able to carry out the following kinds of transactions –
  - a. POS (Point of Sale) transactions outside India.
  - b. E-commerce transactions on international websites.
  - c. Transactions at ATMs located outside India.
3. 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 Cardholder at the time of debit card application.
4. In case you use your HSBC 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 500 per transaction will apply, subject to the 'purchase transaction limit' (as defined in the Tariff Schedule) and available balance on your linked HSBC Account.
5. Cardholders 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.
6. Business Travel and Entertainment Allowance Exchange not exceeding USD 25,000 per trip, irrespective of the period of stay, for business purposes or for participating in conferences or seminars.
7. 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.

- Please note that 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 Cardholders will also be reflected on your account statement. Additional debit Cardholders also must ensure that the expenses they incur overseas are strictly in accordance with the Exchange Control Regulations of the RBI
- 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 Foreign Exchange Management Act, 1999 (FEMA). Any violation may hold you liable for action as per the guidelines of the Act

## Tariff

Service	Deposit accounts
Annual fee (p.a.)	₹150 (including senior citizens)
Additional card (p.a.)	₹150 per card
HSBC ATM cash withdrawal/balance enquiries (India)	Free
Number of free <sup>^</sup> cash withdrawal transactions at other banks' ATMs in India	5 cash withdrawal transactions per calendar month. (^Subsequent transactions will be charged ₹20 per transaction*)
ATM cash withdrawal (outside India)	₹120 per transaction
ATM balance enquiry (outside India)	₹15 per enquiry
Card replacement fee (within India)	₹150
Card replacement fee (outside India)	₹150 plus international courier charges
PIN replacement fee	₹50 per request
Charge slip retrieval/charge back processing fee	₹225
ATM cash withdrawal limit (per day)	₹25,000
Purchase transaction limit (per day)	₹40,000
Transfer limits (to accounts linked to or not linked to card)	₹50,000
Per transaction limit for cash withdrawal at other banks' ATMs in India	₹10,000
Transaction declined due to insufficient funds at an ATM	₹25 per transaction

\*Will be recovered from the linked savings/current account in the subsequent calendar month.

\*\*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 1 July 2017.

### 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 (plus applicable taxes\*\*) on all international transactions (ATM and POS) using the HSBC India Debit Card

# Security enhancement on HSBC India Debit Card

## A Secure Debit Card

HSBC India Debit Cards are now even more secure as they are enabled with the 'Chip and PIN' technology. In addition to this, you can restrict usage of the debit card to domestic or international transactions.

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 India Debit Card, please read the service guide and Cardholders agreement thoroughly.

### **What is a Chip enabled debit card?**

A 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 India 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 micro processor 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.

### **Do I have to pay for my new HSBC India Debit Card?**

No fees will be levied for the HSBC India 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 India Debit Card?**

In order to offer this enhanced security to our debit Cardholders, HSBC India is in the process of replacing existing debit cards and issuing new debit cards with the Chip facility in the following manner:

- If the magnetic stripe debit card has been used at an ATM or for e-commerce and/or purchase transactions overseas, the card will be replaced
- On expiry of the existing debit card
- On replacement of an existing debit card that has been reported as lost/ stolen or damaged
- 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 India 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 India Debit Card in case I do not use my new debit card for purchase transactions?**

No, if you have an existing/earlier HSBC India 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 with your debit card. To prevent any misuse, please remember to destroy your earlier debit card across the magnetic stripe once you have used your new HSBC India Debit Card.

### **How do I activate the new or replaced HSBC India Debit Card?**

The debit card is in an inactive status for security reasons. To activate your card, use your Chip card at:

- Use your HSBC India 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

- Use your debit card at a 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 a 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

- 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. The debit card can also be activated through PIN verified call on the IVR

### **Can I use the HSBC India Debit Card for online transactions as well as at ATMs in India?**

Yes, you can use the HSBC India Debit Card for ATM transactions. You can also use it for online transactions at websites in India that accept Visa debit cards.

### **Can I use the HSBC India Debit Card overseas?**

Yes, depending on the debit card usage preference (domestic/international) and also 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.

- All Chip debit cards issued on or after 1 December 2013 will be by enabled for domestic or international usage as per the preference stated by the Cardholder at the time of debit card application
- In case a Chip debit card is used as a magnetic stripe card internationally (by swiping it at a POS machine) it will be treated as a magnetic stripe card transaction and a limit of USD 750 per transaction for HSBC India Premier Platinum Debit Card and USD 500 per transaction for all other HSBC India Debit Cards will thereby apply for international transactions
- Cardholders can choose to allow international transactions also on their debit card or vice versa. For this the customer can call HSBC PhoneBanking OR submit a 'Local/International Card Usage Form' at the nearest HSBC Branch

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 India 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 India 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 India 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 India 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?**

We have added another layer of security for your purchase transactions upon usage of your HSBC India 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 India Debit Card for purchase transactions at POS terminals at merchant establishments in India.

## **What do I need to do as a HSBC India Debit Cardholder?**

To continue to use your HSBC India 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 HSBC 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 merchants or anyone else so as 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 need to use my PIN at every merchant establishment?**

Effective 1 December 2013, every POS transaction done with your HSBC India 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 India Debit Card at merchant establishments?



1. The merchant will dip 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.

### **Please note:**

Dip your Chip card at Chip enabled terminals and swipe your Chip card at non-Chip enabled terminals.

## Secure transactions online

Your HSBC India 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 India 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 India Debit Card?**

Shopping online with HSBC India 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 transaction. 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 Cardholder'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:

- 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
- The website will open a new window and display a HSBC VbV authentication screen
- 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 that the details are accurate

- Please enter the 6-digit OTP sent to your registered mobile number to initiate the authentication process
- 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
- On transaction approval, the website will display a payment received acknowledgement
- 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 India 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 India 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 India 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 PhoneBanking 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. Please call PhoneBanking or use Internet Banking to get your mobile number updated on the Banks records.

**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 accountholders have a HSBC India 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 card 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.

# Terms and Conditions of the HSBC India 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 accountholder(s) shall be deemed to have unconditionally agreed to and accepted these terms and conditions by signing the card application form, or acknowledging receipt of the card in writing, or by signing on the reverse of the card, or by performing a transaction with the card or after 10 days have elapsed, since the card was dispatched to the address on record. The accountholder(s) will also continue to remain bound by the terms and conditions of operation of their current/ savings accounts with HSBC India.

## Definitions

- 1) **'HSBC India'** means the branches, in India, of The Hongkong and Shanghai Banking Corporation Limited, a company incorporated under the Companies Ordinance of the Hong Kong Special Administrative Region (HKSAR), having its registered office at 1, Queen's Road Central, Hong Kong Special Administrative Region and its corporate office in India at 52/60, Mahatma Gandhi Road, Mumbai - 400 001. ('HSBC India' or 'the Bank' and includes its successors and assignees.)
- 2) **'Debit card'** means as appropriate, the internationally valid debit card issued by HSBC India to a customer.
- 3) **'Cardholder'** refers to a person to whom a debit card has been issued by HSBC India on an account held with HSBC India. The Cardholder should be either the sole accountholder or in case of joint accounts, the sole signatory or authorised to act alone.
- 4) **'Authentication'** means validation of an online transaction using the OTP.
- 5) **'Accountholder'** refers to the individual(s) who hold(s) an account with HSBC India, whether in the sole capacity or as a joint holder.
- 6) **'Chip'** means, Chip embedded in internationally valid HSBC India Debit Card issued by HSBC India to a Cardholder. The embedded Chip provides the latest in security features. In addition to this, Chip card also has a magnetic stripe (magstripe card) to support fall back transactions on the Chip card.
- 7) **'Account(s)'** refers to the savings or current accounts held by individuals and which have been designated by HSBC India to be eligible for the valid operation of the debit card.
- 8) **'ATM'** refers to Automated Teller Machine.
- 9) **'Dip'** refers to inserting the debit card at the POS terminal slot/Chip reader for initiating the card payment transaction by processing the information in the Chip.
- 10) **'Fallback'** refers to the payment transaction effected on the debit card by swiping the card on a Point of 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 500 per transaction limit will thereby apply on international transactions.

- 11) **'OneTime Password (OTP)'** means any password(s) or other means of authentication as we may specify from time to time, which will facilitate Cardholder making debit card payments through the internet in a secured manner at merchant establishment.
- 12) **'Online transaction'** means purchase or payment transaction at websites.
- 13) **'Swipe'** refers to the act of swiping the card in the Points of Sale (POS) terminal slot/reader for initiating the card payment transaction by processing the information in the magnetic stripe at the back of the card.
- 14) **'Statement'** means a periodic statement of account(s) sent by HSBC India to an accountholder listing transactions (including debit card transactions) carried out on the account during the given period and the balance in such account. It may also include any other information that HSBC India may deem fit to include.
- 15) **'Transaction'** means any permissible instruction given by a Cardholder using the debit card, directly or indirectly, to HSBC India to effect permissible actions in relation to the account. (Examples of transactions would be cash withdrawals, payments at Points of Sale, cash/cheque deposits, etc.)
- 16) **'Merchant Establishment'** shall mean establishments wherever located which honour the debit card and shall include amongst others: stores, shops, restaurants, airline organisation, etc., advertised by HSBC India or Visa International.
- 17) **'POS'** refers to Point of Sale (POS) swipe terminals that permit the debiting of the demand deposit accounts for purchase transactions at merchant establishments.
- 18) **'Primary account'** shall mean, the account from which purchase transactions, charges and fees related to the debit card are debited; in case of multiple accounts linked to the debit card, it refers to the account that has been designated as being the main/first account of operation.
- 19) **'International transaction'** refers to all transactions effected by the Cardholder from HSBC India outside of India, Nepal and Bhutan.
- 20) **'Visa'** shall mean a trademark owned by Visa International.
- 21) **'Visa ATM network'** shall mean ATMs that honour the debit card and that display the Visa or Electron symbols.
- 22) **'PIN'** means a Personal Identification Number used in conjunction with a card.
- 23) **'SMS'** refers to Short Message Service which allows the Cardholder to receive text messages sent through a mobile service network.
- 24) Local/Domestic usage means the debit card is valid for usage only in India.
- 25) International usage means the debit card is valid for usage internationally (including India).

## **Issue of HSBC India Debit Card**

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

## **Cardholder obligations and card validity**

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

## **ATM usage of HSBC India Debit Card**

- 1) Depending on the usage validity (Domestic/International) as opted for by the Cardholder 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 India NRE account will have access only to HSBC India ATMs and ATMs affiliated to the Visa network in India.
- 4) Cash and/or cheques deposited in any ATM by the use of debit card will only be credited to the account after verification by HSBC India which shall be conclusive and binding for all purposes. The ATM transaction slip issued by the ATM at the time of deposit only represents what the Cardholder purports to have deposited. The deposit amount mentioned on the ATM transaction slip will not be binding on HSBC India. Cheques will be accepted for collection only and proceeds will not be available, until these cheques are cleared. Similarly, for all cash withdrawals, at an HSBC India ATM, any statements issued by the ATM at the time of withdrawal shall be conclusive, unless verified otherwise by HSBC India. Any such verification shall likewise be final and conclusive and this verified amount will be binding on the Cardholder.
- 5) The availability of ATM service in a country other than that in which the debit card was issued, is governed by the local regulations in force in such other country. HSBC India shall not be liable if these services are withdrawn without notice thereof.

#### **Merchant establishment usage**

- 1) The debit card is for electronic use only and will be accepted only at merchant establishments which have an electronic POS swipe terminal. Any usage of the card for purchases at merchant establishments other than through a Point of Sale swipe terminal will be deemed unauthorised and the Cardholder shall be responsible for such transactions.
- 2) As a security feature, the debit card issued will be initially inactive for use at merchant establishments. In order to activate the debit card for transactions at merchant establishments, the Cardholder will be required to:
  - a) 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. Cardholder will need to enter 6-digit ATM PIN after the merchant dips the debit card at the POS terminal.

OR

  - c) Make a Telephone Banking PIN verified call to HSBC India PhoneBanking in the Cardholder'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 Cardholder has to enter his 6-digit HSBC ATM PIN in the POS terminal, must sign the charge slip and retain the Cardholder copy. Copies of the charge slip may be furnished by HSBC India at an additional charge. A charge slip with the signature of the Cardholder together with proof of successful PIN validation, and the debit card number noted thereon shall be conclusive evidence

between HSBC India and the Cardholder as to the extent of liability incurred by the Cardholder. HSBC India shall not be required to ensure that the Cardholder has received/availed the goods/service to his/her satisfaction.

Any charge slip not personally signed by the Cardholder, but which can be proven as being authorised by the Cardholder will also be deemed to be the Cardholder's liability.

- 4) Duplicate copies of the charge slip may be furnished by HSBC India upon Cardholder'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 Cardholder, including but not limited to the supply of goods and services. HSBC India makes no representations about the quality of the goods and services offered by third parties providing benefits such as discounts to Cardholder. HSBC India will not be responsible, if the service is in any way deficient or otherwise unsatisfactory. Should the Cardholder have any complaint relating to any merchant establishment, the matter should be resolved with the merchant establishment and failure to do so will not relieve the Cardholder from any obligation to HSBC India. HSBC India may, however, try and assist the Cardholder wherever possible. For this, the Cardholder should inform HSBC India of the complaint immediately along with any supporting documents.
- 6) The Cardholder will be liable for all costs associated with the collection of dues, legal expenses (should it become necessary to refer the matter to any agent), or where legal resources have been utilised in resolution of a dispute.
- 7) HSBC India accepts no responsibility for refusal of 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 Cardholder'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 Cardholder 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 the other accounts linked to the debit card.
- 11) Any usage of the card other than electronic use will be considered as unauthorised and the Cardholder will be solely responsible for such transactions unless there is a specific offer by the Bank to the customer. Electronic usage is construed as the charge slip/transaction slip printed electronically from the POS terminal.

- 12) The card is operable with the help of the Cardholder's signature (only in case of card's issued with Visa) or the PIN and Cardholder's signature at POS terminals installed at merchant locations depending on the functionality of the POS terminal.
- 13) HSBC India Debit Cards linked to Non-Resident Ordinary (NRO) account or Power of Attorney (POA) Debit Card linked to HSBC India NRE account will have access only to Visa merchant outlets in India.

### **Usage online at websites**

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

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

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

- 1) For online transactions where the OTP facility is applicable, the Cardholder is required to enter an OTP sent to the Cardholder via SMS on their registered mobile number for authenticating the transaction. HSBC India will not be liable for any merchant's refusal to accept Cardholder's card for any payment in absence of OTP authentication for any reason whatsoever.
- 2) Cardholders will be responsible for the accuracy of his/her personal details provided by him/her to HSBC India. Cardholders must inform HSBC India immediately of any change in his/her particulars.
- 3) Cardholders will ensure that his/her mobile phone and number is able to receive text messaging both in India and overseas. Cardholders will be responsible for any fee imposed by his/her respective mobile phone service provider.
- 4) This service is subject to the terms and conditions of the Cardholder's agreement with his/her mobile phone service provider.
- 5) Cardholders acknowledge and agree that the sending of any SMS alert by HSBC India and/or its receipt by Cardholders may be delayed or prevented by factor(s) outside of HSBC India's control.
- 6) The SMS alert for delivery of the OTP will inform the Cardholder on the validity period of the OTP. This validity period may be changed by HSBC India without prior notice. Please check the validity period in the SMS text prior to

transacting online. HSBC India will not be liable for any or all losses, damage, expenses, fees, costs, (including legal costs on a full indemnity basis), that may arise, directly or indirectly, in whole or in part, from (a) the non-delivery, the delayed delivery, or the misdirected delivery of an alert; (b) the non-receipt of an alert; (c) inaccurate or incomplete content in an alert; (d) reliance on or use of the information provided in an alert for any purpose; or (e) any third party, whether authorised or not, obtaining Cardholder account information contained in the alert by accessing the Cardholder's mobile phone.

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

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

- 1) The Cardholder or in case of joint account, all the accountholders jointly and severally, shall be responsible for all transactions effected by the use of debit card whether or not the transaction were/are authorised by the Cardholder/ accountholder(s) and shall indemnify HSBC India for the loss or damage caused by any unauthorised use of debit card or related PIN, including any penal action arising on account of violation of any RBI guidelines, FEMA or any other law, rules and regulations for the time being in force.
- 2) We request Cardholder to intimate HSBC India in case of change of residency status as per Foreign Exchange Management Act, 1999 (FEMA). The debit card should be surrendered before proceeding overseas on permanent employment and/or emigrating and/or changing the Cardholder's nationality.
- 3) The debit card is not valid for foreign currency transactions in Nepal and Bhutan (i.e. in any currency that is not the local currency or the INR).
- 4) HSBC India shall be under no liability whatsoever with respect to any loss or damage arising directly or indirectly out of the decline of authorisation for any transaction, on account of the Cardholder having exceeded the foreign exchange entitlements as prescribed by the RBI from time to time, on HSBC India becoming aware of such excess.
- 5) The Cardholder undertakes not to use the debit card to effect payment(s) for any illegal purchases, i.e. purchases of items/services not permitted as per extant laws, rules and regulations (including FEMA).

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

- 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 Cardholder 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 stripe on your debit card is then utilised for that international transaction. A limit of USD 500 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) Cardholders 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 Debit Card**

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

## **Disclosure of information**

- 1) When requested by HSBC India, the Cardholder/accontholder shall provide any information, records or certificates relating to any matters that HSBC India deems necessary for issuance of a debit card, maintenance thereof, execution of transactions using the debit card, renewal of the debit card or any other purpose related to the debit card. The Cardholder/accontholder authorises HSBC India to verify the information furnished by/accontholder whatever means or from whichever source deemed necessary. If such information/data is not provided or if incorrect information/data is provided, HSBC India may at its sole discretion refuse renewal of the debit card or terminate the debit card forthwith.
- 2) HSBC India reserves the right to disclose customer information to any court of competent jurisdiction, quasi-judicial authorities, law enforcement agencies and any other wing of Central Government or State Government.
- 3) HSBC India reserves the right to disclose, in strict confidence, to other institutions, such information concerning the account as may be necessary or appropriate in connection to its participation in any Electronic Fund Transfer network, or as HSBC India may deem necessary for the performance of any obligations arising out of or in connection with the use or operation of the debit card.
- 4) HSBC India may assign any activities to any third party at its sole discretion and provide details of the account to such third party agencies, for the purpose of back office processing and other activities out sourced as per Reserve Bank of India guidelines. In this connection, the accountholder(s) understands that HSBC India needs to and so authorises HSBC India to, process, share, store or transmit information about the accountholder, the account and/or the transaction(s), within the HSBC India Group or with any

institution or agent or third party used by HSBC India. HSBC India undertakes that any such processing, sharing, storage or transmission of information will be done confidentially and HSBC India will endeavour to maintain strict confidentiality of such information within HSBC India Group unless:

(a) otherwise required or permitted by any applicable law, regulation or request of any public or regulatory authority; or (b) disclosure is required for the purposes of preventing fraud; or (c) HSBC India deems disclosure necessary to provide the debit card facility. The accountholder(s)/ Cardholder(s) and HSBC India shall comply with all applicable data protection laws. The accountholder(s)/Cardholders(s) consents to transmission, processing or other handling of personal or other data that is transmitted, processed or otherwise handled, under these terms and conditions, in accordance with the applicable laws. The accountholder/Cardholder further agrees to indemnify and hold HSBC India non-accountable for all costs, penalties, damages and other losses incurred as the result of any breach of this provision.

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

### **Lost or stolen card**

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

HSBC India in accordance with clause 1 of this section, or lost and misused before HSBC India is informed in accordance with clause 1 of this section.

- 5) Provided the Cardholder complies in all respects with the applicable terms and conditions, a replacement debit card may be issued at the sole discretion of HSBC India at the applicable fee. HSBC India will debit the account with any cost incurred in issuing the replacement debit card.
- 6) Should the Cardholder subsequently recover the debit card, it must not be used. The debit card should be destroyed by cutting it into several pieces through the magnetic stripe.

### **Statements and records**

- 1) The records of debit card transactions will be available on the statement sent by HSBC India. Such statements shall be mailed to the accountholder on a periodic basis to the mailing address on record. The accountholder can also get a verbal or written record of his/her transactions at any time by calling the HSBC India PhoneBanking or utilising the mini-statement facility at HSBC India ATMs.
- 2) HSBC India's record of transactions processed by the use of the debit card shall be conclusive and binding for all purposes.
- 3) The accountholder/Cardholder is deemed to have received each statement of account for the preceding month either on actual receipt of the statement of account or ten days after the dispatch of the statement of account by HSBC India, whichever is earlier (prescribed period). The accountholder shall inform HSBC India in writing of any errors, omissions, irregularities including any fraudulent or any unauthorised transactions or any other objections that the accountholder(s) may have in that statement of account. This intimation should be given in writing to HSBC India within fifteen days from the receipt of the statement of account. If no such notice is received during this time, HSBC India will assume the correctness of both the transactions and the statement. HSBC India's record of transactions processed by the use of debit card shall be conclusive and binding for all purposes.
- 4) HSBC India shall make bona fide and reasonable efforts to resolve an aggrieved accountholder(s) disagreement with a transaction indicated in the statement or as otherwise determined by the accountholder(s), within two months of receipt of notice of disagreement. If after such effort, HSBC India determines that the transaction is a valid one, the same shall be communicated to the accountholder(s).

### **Termination**

- 1) HSBC India reserves the right to cancel/withdraw or to renew at its discretion, the debit card or any of the other services offered at any time by giving a prospective notice of 30 days without assigning any reason.
- 2) In the event that the accountholder decides to close the account with HSBC India, the debit card issued on such account would automatically stand cancelled. The Cardholder must immediately cease to use the debit card and destroy and return the debit card linked to such account. In case of any outstanding transactions, that have not yet been debited to the account, the

same will be netted off from the balance prior to HSBC India returning the funds to the accountholder.

- 3) In the event that the Cardholder decides to terminate the use of the debit card, the Cardholder shall give HSBC India not less than 7 days' prior notice in writing and forthwith return to HSBC India, the debit card, cut into several pieces across the magnetic stripe, and obtain a valid receipt thereof. Such termination shall be deemed as a termination of the debit card facility accorded by HSBC India to the Cardholder.
- 4) The debit card shall be the property of HSBC India and must be returned to HSBC India immediately and unconditionally upon HSBC India's request. The Cardholder should ensure that the identity of HSBC India Officer is established before handing over the debit card.
- 5) HSBC India shall be entitled to terminate the debit card facility with immediate effect and the debit card shall be returned upon the occurrence of any of the following events:
  - a) Failure to comply with terms and conditions herein set forth.
  - b) An event of default under any agreement or commitment (contingent or otherwise) entered into with HSBC India.
  - c) The accountholder(s) becoming the subject of any bankruptcy, insolvency proceedings or proceedings of a similar nature.
  - d) Demise of the Cardholder.
  - e) Closure of the account or failure to maintain the minimum average balance in the account.

### **Other Terms and Conditions of the HSBC India Debit Card**

- 1) By using this OTP, the Cardholder will be deemed to have accepted and agreed to comply with these terms, which shall operate in addition to all other applicable terms, including HSBC India applicable data policies, the terms and conditions governing the use of debit card, the terms and conditions governing the use of HSBC India website (which include the website conditions of use) and any security measures provided by HSBC India from time to time for online shopping or the service.
- 2) The accountholder(s) will promptly notify HSBC India in writing of any change in address and telephone numbers.
- 3) The Cardholder will receive SMS alerts on your registered mobile number on usage of your debit card for ATM/POS purchase transactions.
- 4) HSBC India reserves the right to begin charging a fee for such a service by giving one month's prior notice to the Cardholder.
- 5) HSBC India reserves the right to add, to delete and/or vary any of the terms and conditions by giving a prospective notice of 30 days. Such addition/deletion or variation changes to these terms and conditions will be displayed on the HSBC India website and a copy of the same will be available at the branch on request. Use of debit card after the date upon which any change to these terms and conditions is to have effect (as specified in HSBC India's notice), will constitute acceptance without reservation by the Cardholder of

such change. If the Cardholder does not accept any such change, the debit card must be returned to HSBC India, prior to the date upon which such change comes into effect.

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

## Introduction

This is a voluntary Code, which sets minimum standards of banking practices for banks to follow when they are dealing with individual customers. It provides protection to you and explains how banks are expected to deal with you for your 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 set higher standards than what is indicated 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. In the Code, 'you' denotes the customer and 'we', 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 dealing with you;
- b. increase transparency so that you can have a better understanding of what you can reasonably expect of the services;
- 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 branches or subsidiaries, agents acting on our behalf, 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, term 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, EFT, NEFT.
- c. Banking services related to government transactions.
- d. Demat accounts, equity, government bonds.
- e. Indian currency notes 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 sold through our branches.
- j. Card products including credit cards, debits cards, ATM cards, smart cards and services (including credit cards offered by our subsidiaries/ companies promoted by us).

The meanings of (key) words 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 at the bank's counter;
- b. meeting the commitments and standards 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;
- 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 what are the benefits to you, how you can avail of the benefits, what are their financial implications and whom you can contact for addressing your queries and how.

#### **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 for Savings Bank accounts and No Frills accounts and 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 Zonal/ Regional Manager 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 you have a grievance
  - vii. Name and address of the Zonal/Regional Manager whom you can approach if your grievance is not redressed at the branch
  - viii. Name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls
  - ix. Information available in booklet form.
- d. Displaying on our website our policies on
- i. Cheque collection
  - ii. Grievance redressal
  - iii. Compensation
  - iv. 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 due to our mistake;
- b. handling your complaints promptly;
- c. telling you how to take your complaint forward if you are still not satisfied (see para No. 7);
- 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 below.

**2.1.6 To publicise the code we will:**

- a. provide you with a copy of the Code, on request, over the counter or by electronic communication or mail;
- b. provide you (new customer) with a copy of the code when you open your account;
- c. make available this Code at every branch and on our website;
- d. ensure that our staff are trained to provide relevant information about the Code and to put the Code into practice.

### **2.1.7 To adopt and practice a non-discrimination policy**

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

## **3. Information - Transparency**

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

- a. Looking at the Notice Board in our branches.
- b. Phoning our branches or help-lines.
- c. Looking on our website.
- d. Asking our designated staff/help desk.
- e. Referring to the Service Guide/Tariff Schedule.

### **3.1 General**

We will:

- a. 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;
- b. give you information on any type of products and services which we offer and that may suit your needs;
- c. tell you if we offer products and services in more than one way (for example, through ATMs, on the internet, over the phone, in branches and so on) and tell you how to find out more about them.
- d. 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.
- e. 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 vaults.

### **3.2 'Do Not Call' Service**

When you become our customer we will automatically register your name under our 'Do Not Call' service. We will not inform/extend to you through telephone calls/SMSes-mails any new product/service unless and until you inform us in writing that you consent to avail of this information/service.

### **3.3 Interest Rates**

We will give you information on:

- a. (i) the interest rates which apply to your deposit and loan accounts;
- (ii) 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;
- (iii) 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 rate of interest on your loan. This reference rate will remain uniform for customers contracting the loan at different points of time;

- (iv) whether the loan agreement will contain a minimum rate of interest clause;
  - (v) whether we give you the option for conversion of your loan from fixed rate to floating rate and vice versa and, if so, the charges therefor.
- b. when we will pay interest on your deposits or charge interest on your loan accounts;
  - c. 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 and changes in the reference rate to which the floating rate of interest is linked through any one or more of the following means:

- a. Notice at the branches
- b. Annexure to the statement of account
- c. Letters
- d. e-mail
- e. SMS
- f. Website
- g. Newspaper

### **3.4 Tariff Schedule**

#### **3.4.1 Fees and Charges**

- a. We will display in our branches a notice about the Tariff Schedule and that you can ask to see this free of cost.
- b. We will give you details in our Tariff Schedule of any charges applicable to the products and services chosen by you.
- c. We will also provide you 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 of these charges or introduce a new charge, it will be notified one month prior to the revised charges being levied/becoming effective.

### **3.5 Terms and Conditions**

- a. We will advise you the relevant terms and conditions for the service you have asked us to provide.
- b. All terms and conditions will be fair and will set out respective

rights especially with regard to nomination facility and 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 to terms and conditions through any one or more of the following channels:
  - i. Account statements/Passbook
  - ii. ATMs
  - iii. Notice board at each branch
  - iv. Internet, including e-mail and website
  - v. Newspaper
  - vi. SMS
- 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 and without notice, close your account or switch it without having to pay any extra charges 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 or a summary of the changes.

## **4. Advertising, Marketing and Sales**

- a. We will make sure that all advertising and promotional material are clear, and not misleading.
- b. In any advertising in any media 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 that full details of the relevant terms and conditions are available on request.
- c. If we avail of the services of third parties for providing support services, we will require that such third parties 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. Information about our other products or promotional offers in respect of our products/services, will be conveyed to you only if you have given your consent to receive such information/service either by mail or by registering for the same on our website or on our PhoneBanking/customer service number.
- 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 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 in respect of all products and services covered by the Code.

- f. In the event of receipt of any complaint from you that our representative/courier or agent 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.

## **5. Privacy and Confidentiality**

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. 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:

- a. If we have to give the information by law.
- b. If there is a duty towards the public to reveal the information.
- c. 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.
- d. If you ask us to reveal the information, or if we have your permission, in writing.
- e. If we are asked to give a banker's reference about you, we will need your written permission before we give it.

We will explain to you the extent of your rights under the existing legal framework for accessing the personal records that we hold about you. 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 Reference Agencies**

- a. We will explain to you the role of Credit Reference Agencies (CRA) as also the checks we may make with them and the effect the information they provide can have on your ability to get credit.
- b. Information about credit availed from us is reported by us to the CRA on a monthly basis.
- c. Information reported to CRA will also include personal debts you owe us even when:
  - i. You have fallen behind with your payments.
  - ii. The amount owed is in dispute.
  - iii. You have made proposals which we are not satisfied with.
- d. If your loan account has been in default, and thereafter regularised, we will take steps to update this information with the CRA in the next monthly report.

- e. When you apply for credit facility from us, we will on request, and on payment of prescribed fee, furnish you a copy of the credit information obtained by us from the CRA.

## **6. Collection of Dues**

Whenever we give loans, we will explain to you the repayment process by way of 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. The process will involve reminding you by sending you notice or by making personal visits and/or repossession of security, if any.

Our collection policy is built on courtesy, fair treatment and persuasion. We believe in fostering customer confidence and long term relationship.

- a. We will post details of the recovery agency firms/companies engaged by us on our website.
- b. We will also make available on request details of the recovery agency firms/companies at our branches.
- c. Our staff or any person authorised to represent us in collection of dues or/and security repossession will identify himself/herself and display the authority letter issued by us and upon request display(ing) to you his/her identity card issued by the Bank or under authority of the Bank.
- d. We will provide you with all the information regarding dues and will endeavour to give sufficient notice for payment of dues.
- e. We will have a system of checks before passing on a default case to collection agencies so that you are not harassed on account of lapses on our part.
- f. We will write to you when we initiate recovery proceedings against you.
- g. All the members of the staff or any person authorised to represent our bank 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 07:00 hrs. and 19:00 hrs, 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.
- x. Inappropriate occasions such as bereavement in the family or such other calamitous occasions would be avoided for making calls/visits to collect dues.
- xi. We will investigate any complaint from you about unfair practices by collection agents.

### **6.1 Security Repossession Policy**

We will follow a security repossession policy in consonance with the law. A copy of the policy will be made available on request.

## **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 this;
  - ii. where a complaint can be made;
  - iii. how a complaint should be made;
  - iv. when to expect a reply;
  - v. whom to approach for redressal;
  - vi. what to do if you are not happy about the outcome.

Our staff will help you with any questions you have.

- b. We will tell you where to find details of our procedure for handling complaints fairly and quickly.
- c. 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.
- d. 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.

### **7.2 Banking Ombudsman Scheme**

- a. We will display the Banking Ombudsman Scheme on our website. 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.

- b. 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 at the address displayed at the branch.
- c. 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 Banking Ombudsman Scheme. Our staff would explain the procedure in this regard.

## **8. Products and Services**

### **8.1 Deposit Accounts**

- a. You may open different types of accounts with us such as, savings accounts, term deposits, current accounts including 'No Frills' account 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. The above may be opened by you with or without nomination facility. We will include the option for nomination in the account opening form. We will explain the implications of the foregoing accounts as also the nomination facilities at the time of opening of the account.
- c. 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.
- d. 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.

### **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 of the Bank;
- b. ask you to submit or provide necessary documents or proofs to do so;
- c. obtain only such information to meet with our KYC, Anti-Money Laundering or any other statutory requirements. In case any additional information is asked for, it will be sought separately and we will specify the objective of obtaining such additional information. Providing such information will be voluntary;
- d. provide the account opening forms and other material to you. The

same 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. explain the procedural formalities and provide necessary clarifications sought by you while opening a deposit account;
- f. 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 (DICGC) of India.

### **Changing Your Account**

- a. If you are not happy about your choice of current/savings account, within 14 days of making your first payment into the account, we will help you switch to another of our accounts or we will give your money back 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 close your account within three working days of receiving your instructions.
- c. If you want to transfer your account to another branch of our bank we will do so. Your account at the new branch will be operationalised within two weeks of receiving your request, subject to your complying with the required KYC formalities at the new branch. We will intimate you as soon as the account is operationalised. The new branch will be provided with information on your standing instructions/direct debits, if any.
- d. We will cancel any bank charges you would have to pay as a result of any mistake or unnecessary delay by us when you transfer your current/savings account to or from us.

## **8. 1.1 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 within 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 its periodicity.

### **Minimum Balance**

The minimum balance to be maintained in the savings bank account will be displayed in our branches. For deposit products like savings bank account and current account or any other type of Deposit Account, we will inform you:

- a. about minimum balance to be maintained as part of terms and conditions governing operation of such accounts;
- b. about charges which will be levied in case of failure to maintain minimum balance in the account by you. Details of the charges will be included in the Tariff Schedule;

- c. of any change in minimum balance to be maintained 30 days in advance. During this notice period, we will not charge you for non-maintenance of higher minimum balance prescribed.

### **Charges**

Specific charges for issue of cheque books, additional/duplicate statement of accounts, duplicate pass book, copies of paid cheques, folio charges, debit card, ATM card, verification of signature, return of cheque for insufficient balance, 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 (such as perpetual waiver of renewal fee on lifetime credit cards) will not be withdrawn during the original validity period of the concession/ relief.

### **Statements**

- a. To help you manage your account and check entries in it, we will provide you with a monthly statement 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. You will be able to see your last few transactions at the counter. You will also be able to see the transactions on ATM, internet as also through phone and mobile banking wherever such facilities are available with us.
- d. We will also send you statement of accounts by e-mail, or through our secure Internet Banking service, if you so desire, provided we have such facility with us.
- e. We will ensure that entries in your passbook/statements are brief and intelligible.

### **8.1.2 Term Deposit**

When you place a term deposit with us we will:

- a. obtain instructions from you for disposal of your deposits at maturity in the application form;
- b. inform you the procedure for withdrawal of term deposit before maturity;
- c. inform you of the interest rates applicable and charges for premature withdrawal of term deposit;
- d. tell you the terms and conditions and interest rate applicable in case you renew the deposits after the date of maturity, at the time of acceptance of the deposit;
- e. advise you of provisions of I.T. Act applicable to the interest income accruing to you on your deposits, our obligations under the act and provisions available to you for seeking exemptions from Tax Deduction at Source;

- f. obtain Form 15 H/15 G from you at the time of application if you are not liable to pay tax on your interest income;
- g. issue the requisite certificate if we deduct tax from interest accrued on your deposits.

### **Advances against Deposits**

We will explain facility of loan/overdraft available against term deposits.

#### **8.1.3 'No Frills' Account**

We will make available a basic banking 'No Frills' Account either with 'nil' or very low minimum balance. The charges applicable for various services/products in such an account will be indicated in a separate Tariff Schedule. The nature and number of transactions in such accounts may be restricted, which will be made known to you at the time of opening of the account in a transparent manner.

#### **8.1.4 Accounts of Minors**

We will tell you, if enquired, how a minor can open a deposit account and how it can be operated.

#### **8.1.5 Special Accounts**

We will make our best efforts to make it easy and convenient for our special customers like senior citizens, physically challenged persons and illiterate persons to bank with us. This will include making convenient policies, products and services for such applicants and customers.

We will inform the procedure for opening of the account and other terms and conditions to blind/other physically challenged persons provided he/she calls on the Bank personally along with a witness who is known to both such person and the Bank.

#### **8.1.6 Dormant/Inoperative Accounts**

We will:

- a. tell you when you open your account, what period of inoperation of the account would render your account being classified as dormant/inoperative account. You will also be informed three months before your account is classified as dormant/inoperative or treated as unclaimed account and the consequences thereof;
- b. notify the joint holder(s) also before an account is classified as inoperative/dormant;
- c. tell you the procedure to be followed if you want to activate the account;
- d. not charge you for activation of the inoperative account.

#### **8.1.7 Closing Your Account**

Under normal circumstances, we will not close your account without giving you at least 30 days' notice. Examples of circumstances, which are not 'normal', include improper conduct of account etc. In all 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**

We will:

- a. tell you about the clearing cycle for local instruments and the outstation instruments including details such as when you can withdraw money after lodging collection instruments and when you will be entitled to earn delayed interest as per our Cheque Collection Policy;
- b. pay you compensation, as per our Cheque Collection/Compensation Policy for any delay in collection of instruments, without waiting for a demand from you;
- c. provide details, if we offer immediate credit for outstation cheques, including the applicable terms and conditions, such as the limit upto which instruments tendered by you can be credited, operating accounts satisfactorily, etc.;
- d. 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;
- e. give the above information when you open your account and whenever you ask us. If there is any change in our policy, the revised policy will be displayed on our website and at all our branches.

## **8.3 Cash Transactions**

- a. We will accept cheques/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 at such of our branches as per RBI Directives.
- c. For transactions above a specified amount we may require you to furnish your PAN.
- d. We will reimburse amounts wrongly debited in failed ATM transactions within a maximum period of 12 working days from the date of receipt of your complaint.

### **8.3.1 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 as amended from time to time;
- 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 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 as amended from time to time;

- c. refund your account with interest as soon as it is determined that it is unauthorisedly/erroneously debited from your account under a direct debit and compensate you as per the Compensation Policy of the Bank.

#### **8.4 Stop Payment Facility**

We will:

- a. accept stop payment instruction from you in respect of cheques issued by you. Immediately on receipt of your instructions we will give acknowledgement and take action provided these cheques have not already been cleared by us;
- b. levy charges, if any, and the same will be included in the Tariff Schedule as amended from time to time;
- c. in case a cheque has been paid after stop payment instructions are acknowledged, reimburse and compensate you as per the Compensation Policy of the Bank.

#### **8.5 Cheques/Debit instructions issued by you**

We will:

- a. keep original cheques/debit instructions paid from your account or copies or images of the same, for such periods as required by law;
- b. give you the 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, in case the request is made within a period of one year, no charge will be levied and beyond a period of one year charges will be levied as per the Tariff Schedule;
- c. tell 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 as amended from time to time.

#### **8.6 Branch Closure/Shifting**

If we plan to close our branch or if we move our branch, we will give you:

- a. notice of three months if there is no other branch of any bank functioning at your centre and inform you how we will continue to provide banking services to you;
- b. notice of two months, if there is a branch of any other bank functioning at your centre.

#### **8.7 Settlement of claims in respect of deceased accountholders**

##### **8.7.1 We will follow a simplified procedure for settlement of accounts of deceased accountholders.**

###### **a. Accounts with survivor/nominee clause**

In 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'), the payment

of the balance in the deposit account to the survivor(s)/nominee of a deceased deposit accountholder will be made provided:

- i. the identity of the survivor(s)/nominee(s) and the fact of the death of the accountholder, 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;
- iii. it has been made clear to the survivor(s)/nominee that he would be receiving the payment from the Bank as a trustee of the legal heirs of the deceased depositor, i.e., such payment to him shall not affect the right or claim which any person may have against the survivor(s)/nominee to whom the payment is made.

The payment made to the survivor(s)/nominee, subject to the foregoing conditions, would constitute a full discharge of the Bank's liability. In such cases, payment to the 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 accountholder.

#### **b. 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 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 systems, we will fix a minimum threshold limit, for the balance in the account of the deceased depositors, upto which claims in respect of the deceased depositors could be settled without insisting on production of any documentation other than a letter of indemnity.

#### **c. Premature termination of term deposit accounts**

In the case of term 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 term 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.

#### **d. 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 accountholder. 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 accountholder to open an account styled as 'Estate of Shri \_\_\_\_\_, the deceased' where all the pipeline flows in the name of the deceased accountholder could be allowed to be credited, provided no withdrawals are made.

OR

- ii. We could be authorised by the survivor(s)/nominee to return the pipeline flows to the remitter with the remark 'Accountholder 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.

### **8.7.2 Time limit for settlement of claims**

We will settle the claims in respect of deceased depositors and release payments to survivor(s)/nominee(s) 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 claim(s), to the Bank's satisfaction.

### **8.8 Safe Deposit Lockers**

We will give you the complete details of the rules and the procedures applicable for the safe deposit lockers and also safe deposit of valuables, in case we offer the service.

### **8.9 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 tell 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 when converting to the foreign currency (if this is not possible at the time of the transaction, we will let you know later what the rate is);
  - iv. details of any commission or charges, which you will have to pay and a warning that the person receiving the money may also, have to pay the foreign 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 pay the money into your account.
- e. We will guide you about 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.

### **8.10 Remittances Within India**

If you want to remit money within India we will inform you how to effect it and will:

- a. give description of 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 as amended from time to time.

In case of any delay we will compensate you for the delay and any loss/ additional expense incurred by you.

### **8.11 Lending**

Before we lend you any money or increase your overdraft, credit card limit or other borrowing, we will assess whether you will be able to repay it.

If we cannot help you, we will communicate in writing the reason(s) for rejection of the loan application. If you want us to accept a guarantee or other security from someone for your liabilities, we may ask you for your permission to give confidential information about your finances to the person giving the guarantee or other security, or to their legal adviser.

We will also :

- a. encourage them to take independent legal advice to make sure that they understand their commitment and the possible consequences of their decision (where appropriate, the documents we ask them to sign will contain this recommendation as a clear and obvious notice);
- b. tell them that by giving the guarantee or other security they may become liable instead of, or as well as, you;
- c. tell them what their liability will be.

#### **8.11.1 Loan Products**

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 applicable whether floating rate or fixed rate, as also the fees/charges payable for processing, the amount of such fees refundable if loan amount is not sanctioned/dispensed, 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 informed decision can be taken by you.

- b. We shall invariably provide you with an acknowledgement of your loan application. We shall make every endeavour to indicate on your application the period within which you can expect to receive a decision on your request for loan.
- c. We will give you the Most Important Terms and Conditions (MITC) governing the loan/credit facility you have availed. (See para 3.3 – Interest rates and para 8.15 – Insurance)
- d. 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.
- e. We will provide you the sanction letter detailing particulars of amount sanctioned, terms and conditions (refer para 3.5), your responsibilities as well as the Bank's, etc.
- f. We will provide you an amortisation schedule (schedule of repayment of principal and interest for the duration of the loan).
- g. We will also inform you whether you have an option to let equated monthly instalments stay constant and increase tenure or vice versa when the interest rate changes.
- h. We will 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.
- i. We will give written receipt for all documents to title taken as security/collateral for any loan as well as for dated/undated cheques received from you.
- j. We will return the unpaid cheques/post dated cheques given by you on receipt of full amount representing the EMI/entire debt.
- k. 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.
- l. 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.
- m. 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 different sections of the society.
- n. We will process request for transfer of borrowal account, either from the borrower or from a bank/financial institution, in the normal course and convey our concurrence or otherwise within 21 days of receipt of request.

## **8.12 Guarantee**

- a. When you are considering to be a guarantor to a loan, we will tell you about:
  - i. your liability as guarantor;
  - ii. the amount of liability you will be committing yourself to the bank;
  - iii. circumstances in which we will call on you to pay up your liability;
  - iv. whether we have recourse to your other monies in the Bank if you fail to pay up as a guarantor;
  - v. whether your liabilities as a guarantor are limited to a specific quantum or they are unlimited;
  - vi. time and circumstances in which your liabilities as a guarantor will be discharged as also the manner in which we will notify you about this.
- b. We will keep you informed of any material adverse change(s) in the financial position of the borrower to whom you stand as a guarantor.
- c. 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.
- d. 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.

## **8.13 General Information**

We will:

- a. 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;
- b. give you the Most Important Terms and Conditions (MITC) governing the loan/credit facility you have availed;
- c. advise you what 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 thereof and also the computation of interest on overdue loan amount;
- f. 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.;
  - g. in case we offer/approve a credit facility over the telephone credit your account with the amount sanctioned only after receiving your acceptance in writing;
  - h. in case we do so without your consent/bill you for the card for which you have not given your consent, we will not only reverse the charges forthwith but will also pay a penalty amounting to twice the value of the charges reversed.

## **8.14 Credit Card**

### **8.14.1 General Information**

- a. When you apply for card, we will explain the relevant terms and conditions such as fees and interest charges, billing and payment, method of computation of overdues, renewal and termination procedures, and any other information that you may require to operate the card.
- b. We will give you a copy of the Most Important Terms and Conditions (MITC) at the time of application.
- c. We will advise you of our targeted turn around time while you are availing/applying for a product/service.
- d. We will send a service guide/member booklet giving detailed terms and conditions, losses on your account that you may be liable if your card is lost/misused and other relevant information with respect to usage of your card along with your first card.
- e. We will provide 'online alerts' to you for all 'card not present' transactions of the value of ₹5,000 and above.
- f. If you do not recognise a transaction, which appears on your card statement, we will give you more details if you ask us. In cases, where we do not accept your contention we will give you evidence that you had authorised the transaction, in question.

### **8.14.2 Issuance of Credit Card/PIN**

- a. We will dispatch your credit card/PIN only to the mailing address mentioned by you or to the alternate address provided by you (if we are unable to deliver at the mailing address) through courier/post. Alternatively, if you desire we shall deliver your credit card/PIN at our branches after due identification.
- b. We may also issue deactivated (not ready to use) credit card if we consider your profile appropriate for issuing credit card and such deactivated card will become active only after you take steps for activation as required and subject to such other conditions as may be specified.

- c. In case we activate the card without your consent/bill you for the card for which you have not given your consent, we will not only reverse the charges forthwith but will also pay a penalty amounting to twice the value of the charges reversed.
- d. We will extend a loan/credit facility/enhance credit limit on your card only with your consent in writing.
- e. If the limit on your credit card is reduced, we will inform you immediately by SMS/e-mail followed by a confirmation in writing.
- f. PIN (Personal Identification Number) whenever allotted, will be sent to you separately at your mailing address.

### **8.14.3 Credit card statements**

- a. To help you manage your credit card account and check details of purchases/cash drawings using the credit card, we will offer you free of cost a facility to receive credit card transaction details either via monthly mail and, if you so desire, also through the internet. Credit card statement will be dispatched on a predetermined date of every month free of cost at your mailing address.
- b. In the event of non-receipt of this information, we expect you to get in touch with us so that we can arrange to resend the details to enable you to make the payment and highlight exception, if any, in a timely manner.
- c. We will let you know/notify changes in schedule of fees and charges and terms and conditions. Normally, changes (other than interest rates and those which are a result of regulatory requirements) will be made with prospective effect giving notice of at least one month. The changes will be notified along with the monthly statement of account or copy thereof.

### **8.15 Insurance**

- a. We will inform you if we, as agents of any insurance company, offer any type of insurance on deposits and credit cards.
- b. We will ensure that we have your written consent to avail these insurance products.
- c. In case of securities lodged with us for loans availed by you, we will not insist on your obtaining insurance cover from any particular provider.

### **8.16 Mobile Banking**

If you opt for mobile banking services we will, prior to your registration, for the service inform you of:

- a. the security procedure adopted by us for user authentication and the legal risk, if any, associated with the same.
- b. the applicability or otherwise of stop payment instructions and the terms and conditions for the acceptance, if any, for the same.

### **8.17 Credit Counselling Facility**

We will endeavour to provide credit counselling facility.

## **8.18 Getting Records**

We will, on request, make available to you, at a cost, records pertaining to your transactions provided this is within the prescribed preservation period of such record.

## **9. Protecting Your Accounts**

### **9.1 Secure and reliable banking and payment systems**

We will co-operate as an industry so that you enjoy secure and reliable banking and payment systems you can trust.

We will install CCTV for close surveillance as part of security arrangements.

### **9.2 Keeping us up-to-date**

Please make sure you let us know as soon as possible when you change your:

- a. Name
- b. Address
- c. Phone number
- d. E-mail address (if this is how we communicate with you).

### **9.3 Checking Your Account**

- a. We recommend that you check your statement or passbook regularly. If there is an entry, which seems to be wrong, you should tell us as soon as possible so that we can investigate the same. Regular checks on direct debits and standing orders will help you be sure the money is going where you want it to.
- b. If we need to investigate a transaction on your account, you should co-operate with us and with the police/other investigative agencies if we need to involve them.

### **9.4 Taking Care**

The care of your cheques, passbook, cards, PINs and other security information by you, is essential to help prevent fraud and protect your accounts. Please make sure that you follow the advice given below:

- a. Do not
  - i. keep your cheque book and cards together;
  - ii. keep the blank cheque leaves signed;
  - iii. allow anyone else to use your card, PIN, password or other security information;
  - iv. write down or record your PIN, password or other security information;
  - v. give your account details, password or other security information to anyone.
- b. Always
  - i. write clearly the name of the person you are paying the cheque to, if you send cheque through the post, it will help to prevent

fraud. We will recommend that you write such cheques for instance with carbon paper on the reverse to avoid chemical alterations;

- ii. choose your new PIN carefully, if you change your PIN;
  - iii. memorise your PIN, password and other security information, and destroy the written communication if any of the same as soon as you receive it;
  - iv. take reasonable steps to keep your card safe in your personal custody and your PIN, password and other security information secret at all times;
  - v. keep your card receipts safe and dispose them off carefully.
  - vi. write on the cheque the name of the accountholder (ABC Bank Account - XYZ), if you are paying a cheque into a bank account. You should draw a line through unused space on the cheque so unauthorised person cannot add extra numbers or names.
- c. We will advise you what you can do to protect your card/cheque book from misuse.
  - d. In the event your cheque book, passbook or ATM/Debit card has been lost or stolen, or that someone else knows your PIN or other security information, we will, on your notifying us, take immediate steps to try to prevent these from being misused.
  - e. It is essential that you tell us as soon as you can if you suspect or discover that your cheque book, passbook, card has been lost or stolen or someone else knows your PIN, password or other security information.
  - f. You could tell us about the loss by phone at our 24 hour toll free number given to you and send us a written infirmation to that effect immediately. Alternatively, you may advise us by e-mail to the address we have given you for this purpose.
  - g. You may be liable for misuses until the time that we have been notified.

## **9.5 Internet Banking**

Online banking is safe and convenient as long as you take a number of simple precautions. Please make sure you follow the advice given below:

- a. Visit our Internet Banking site directly. Avoid accessing the site through a link from another site or an e-mail and verify the domain name displayed to avoid spoof websites.
- b. Ignore any e-mail asking for your password or PIN and inform us of the same for us to investigate the same. Neither the police nor we will ever contact you to ask you to reveal your online banking or payment card PINs, or your password information.
- c. We advise you not to use cyber cafes/shared PCs to access our Internet Banking site.

- d. We advise you to update your PC with latest anti-virus and spyware software regularly. You may install security programmes to protect against hackers, virus attacks or malicious 'Trojan Horse' programmes. A suitable firewall installed in a computer to protect your PC and its contents from outsiders on the internet is recommended.
- e. Disable the 'File and Printing Sharing' feature on your operating system.
- f. Log off your PC when not in use.
- g. Do not store your ID/PIN in the Internet Explorer Browser.
- h. Check your account and transaction history regularly.
- i. Follow our advice - our websites are usually a good place to get help and guidance on how to stay safe online.

## **9.6 Cancelling Payments**

If you want to cancel a payment or series of payments you have authorised, you should do the following:

- a. To stop payment of a cheque or cancel Standing Instruction given, or a direct debit you must tell us in writing.
- b. To cancel a direct debit, you must inform us. We recommend that you inform the originator of the direct debit also.
- c. It may not be possible to cancel payments if you do not give notice of your decision to cancel.
- d. Cancellation of credit card payments will be subject to other terms and conditions as may be stipulated.

## **9.7 Liability for Losses**

- a. If you act fraudulently, you will be responsible for all losses on your account. If you act without reasonable care, and this causes losses, you may be responsible for them.
- b. Unless you have acted fraudulently or without reasonable care, your liability for the misuse of your card will be limited to the amount stipulated in the terms and conditions governing the issue of the card.
- c. You may be liable for misuses on account of loss of your PIN or compromise of your password or of other secured information until the time that we have been notified and we have taken steps to prevent misuse.

## **10. Monitoring**

The Banking Codes and Standards Board of India monitors the Code.

The contact details are as follows:

The Banking Codes and Standards Board of India  
C-7, Reserve Bank of India Building, Bandra Kurla Complex, Mumbai-400051.  
Telephone: 022 - 26571096; Fax: 022 - 26573719  
E-mail : ceo.bcsbi@rbi.org.in  
Website: www.bcsbi.org.in

## **11. Getting Help**

If you have any enquiries about the Code, you should contact us at our designated telephone helpdesk or customer service number or contact the Indian Banks' Association at the following address.

Indian Banks' Association  
6th Floor, Centre 1 Building, World Trade Centre Complex,  
Cuffe Parade, Mumbai-400005.

E-mail: [code@iba.org.in](mailto:code@iba.org.in) Website: [www.iba.org.in](http://www.iba.org.in)

Or, contact the Banking Codes and Standards Board of India at the address above.

**11.1** We will have notices in all our branches and on our website explaining that copies of the Code are available and how you can get one and that we will make a copy available to you on request.

## **12. Review of the Code**

This Code will be reviewed within a period of three years. The review will be undertaken in a transparent manner.

### **Annex - Glossary**

These definitions explain the meaning of words and terms used in the Code. They are not precise legal or technical definitions.

#### **ATM**

An Automated Teller Machine (ATM) is a machine in which a customer can use his card along with PIN to get cash, information and other services.

#### **Banking Ombudsman**

An independent dispute resolution authority set-up by the Reserve Bank to deal with disputes that individuals and small business have with their banks.

#### **Card**

A general term for any plastic card, which a customer may use to pay for goods and services or to withdraw cash. In this Code, it includes debit, credit, smart and ATM cards.

#### **Credit Card**

A credit card is a plastic card with a credit facility, which allows you to pay for goods and services or to withdraw cash.

#### **Cheque Collection Policy**

Cheque Collection Policy refers to the policy followed by a bank in respect of the various local and outstation cheques and instruments deposited with the Bank for credit to an account. The policy inter alia deals with:

- cheque purchase requests
- time frame for credit of cheques
- payment of interest in case of delay in collection of cheques
- instant credit of local and outstation cheques
- cheques/instruments lost in transit and charges for such collection

## **Customer**

A person who has an account (including a joint account with another person or an account held as an executor or trustee or as a Karta of an HUF, but not including the accounts of sole traders/proprietorships, partnerships, companies, clubs and societies) or who avails of other products/services from a bank.

## **Current Account**

A form of demand deposit where from withdrawals are allowed any number of times depending upon the balance in the account or upto a particular agreed amount.

## **Deceased Account**

A deceased account is a deposit account in which case either the single accountholder has deceased or in case of joint accounts one or more of joint accountholders has/have deceased.

## **Demat Account**

A demat account refers to dematerialised account and is an account in which the stocks of investors are held in electronic form.

## **Deposit Accounts**

- **‘Savings deposit’** means a form of demand deposit which is subject to restrictions as to the number of withdrawals as also the amounts of withdrawals permitted by the Bank during any specified period
- **‘Term deposit’** means a deposit received by the Bank for a fixed period withdrawable only after the expiry of the fixed period and includes deposits such as recurring/double benefit deposits/short deposits/fixed deposits/monthly income certificate/quarterly income certificate etc
- **‘Notice deposit’** means term deposit for specific period but withdrawable on giving at least one complete banking day’s notice

## **Dormant/Inoperative Account**

A dormant/inoperative account is a savings bank or current account in which there are no transactions for over a period of two years.

## **EFT**

Electronic Funds Transfer (EFT) is a scheme introduced by RBI to help banks to offer their customers facility of transfer of funds from account to account from one bank branch to another in places where EFT service is available. EFT is presently restricted to 15 centres where RBI offices are located.

## **Equity**

Equity means a part of capital of a corporate entity which is represented by the shares of the company whether in physical or in dematerialised form.

## **Electronic Clearing Service**

It is a mode of electronic funds transfer from one bank account to another bank account using the services of a Clearing House.

**Fixed Rate of Interest**

Fixed rate of interest on a loan means that interest rate is fixed for the entire period of the loan or it may be revised after the first few years depending upon the terms and conditions of loan.

**Floating Rate of Interest**

Floating rate of interest on a loan means that interest rate is not fixed but is linked to reference rate and would vary in proportion to the variations in the latter as per the terms and conditions of loan.

**Guarantee**

A promise given by a person.

**Government Bond**

Government bond means a security created and issued by the Government for the purpose of raising a public loan.

**Mail**

A letter in a physical or electronic form.

**NEFT**

National Electronic Funds Transfer (NEFT) system is a nation wide funds transfer system to facilitate transfer of funds from one bank branch to any other bank branch in the country.

**'No Frills' Account**

'No Frills' account is a basic banking account. Such account requires either nil balance or very low minimum balance. Charges applicable to such accounts are low. Services available to such account are limited.

**Nomination facility**

The nomination facility enables the Bank to: make payment to the nominee of a deceased depositor, of the amount standing to the credit of the depositor; return to the nominee, the articles left by a deceased person in the Bank's safe custody; release to the nominee of the hirer, the contents of a safety locker, in the event of the death of the hirer.

**Originator**

An organisation, which collects payments from a customer's account in line with customer's instructions.

**Other security information**

A selection of personal facts and information (in an order which the customer knows), which may be used for identification when using accounts.

**Out-of-date (stale) cheque**

A cheque, presented for collection, three months after the date of issue of the cheque.

**PAN**

The Permanent Account Number is an all India unique number having ten alphanumeric characters allotted by the Income Tax Department, Government of India. It is issued in the form of a laminated card. It is permanent and will not change with change of address of the assessee or change of assessing officer.

**Password**

A word or numbers or a combination on an access Code, which the customer has chosen, to allow him to use a phone or Internet Banking service. It is also used for identification.

**Payment and Settlement Systems**

Payment and settlement systems means financial systems creating the means for transferring money between suppliers and user of funds usually by exchanging debits or credits among financial institutions.

**PIN (Personal Identification Number)**

A confidential number, use of which along with a card allows customers to pay for articles/services, withdraw cash and use other electronic services offered by the Bank.

**RTGS**

The acronym 'RTGS' stands for Real Time Gross Settlement. RTGS system offers the fastest means of transfer of funds through banking channel. Settlement of transactions under RTGS takes place on one-to-one basis, which is termed as 'gross' settlement and in 'real time' i.e. without any waiting period.

**Reference Rate**

It is the benchmark rate of interest of a bank to which interest on loans sanctioned under floating rate of interest is linked. The reference rate of interest is determined/modified by individual banks in accordance with their policies.

**Security**

Represents assets used as support for a loan or other liability.

**Senior Citizen**

Senior Citizen is a person of over sixty years of age.

**Smart Card**

A smart card is a plastic card about the size of a credit card, with an embedded microchip which can process data. It provides a secure way of identification, authentication and storage of data. It can be used for telephone calling, electronic cash payments, and other applications.

**Tariff Schedule**

A schedule detailing charges levied by a bank on the products and services offered by it to its customers.

**Unpaid Cheque**

This is a cheque, which is returned 'unpaid' (bounced) by the Bank.

# PhoneBanking numbers

To activate your debit card or for any queries regarding your debit card, or for lost/stolen card reporting, you can call the HSBC India PhoneBanking:

## HSBC PhoneBanking numbers in India

1860 500 2255 or 1860 266 2667

## NRI PhoneBanking numbers in India

<b>Calls to India from overseas</b>	+91 - 22 - 4042 2427
<b>Australia</b>	1300 787 414 (Local Rates)
<b>Canada</b>	1877 NRI HSBC (1877 674 4722) (Toll Free)
<b>Hong Kong</b>	852 2822 3986/852 2822 2767 (Free from landline)
<b>India</b>	1800 102 2209 or 1800 209 0100 (Toll Free)
<b>Middle East</b>	Bahrain 973 1756 9645 (Local Rates) Kuwait 965 2223 0727 (Local Rates) Oman 968 2476 2727 (Local Rates) Qatar 974 4432 8325 (Local Rates) Saudi Arabia 9661 276 4163 (Local Rates - Riyadh, Alkhobar, Dammam and Jeddah) United Arab Emirates 800 4393 (Toll Free - Dubai, Sharjah, Ajman, Fujairah, Al Ain, Ras Al Khaimah, Umm Al Quwain)
<b>Singapore</b>	65 6533 5462 (Local Rates)
<b>United Kingdom</b>	080 03285902/080 00851264/ 080 03893587 (Local Rates)
<b>United States of America</b>	1877 NRI HSBC/1877 674 4722 (Toll Free)

Calls to toll-free numbers from a mobile phone are chargeable.