

# Mobile Alerts Registration Form

Simply fill in the appropriate fields with the required details to opt for the mobile alerts of your choice.

Mobile No. :

Types of Alerts	Subscribe (Y/N)	Details
<b>Savings and Current Accounts</b>		<b>Account No. :</b> <input type="text"/>
<b>1. Credit &gt; Amount</b>	<input type="checkbox"/>	<input type="text"/> (e.g. If you fill in ₹5,000, you shall receive an alert every time your account is credited an amount of ₹5,000 or more)
<b>2. Debit &gt; Amount</b>	<input type="checkbox"/>	<input type="text"/> (e.g. If you fill in ₹6,000, you shall receive an alert every time an amount of ₹5,000 or more is debited from your account)
<b>3. Balance &gt; Amount</b>	<input type="checkbox"/>	<input type="text"/> (e.g. If you fill in ₹75,000, you shall receive an alert every time your account balance goes above ₹75,000)
<b>4. Balance &lt; Amount</b>	<input type="checkbox"/>	<input type="text"/> (e.g. If you fill in ₹75,000, you shall receive an alert every time your account balance falls below ₹76,000)
<b>5. Weekly mini-statement</b>	<input type="checkbox"/>	_____ (e.g. If you fill in Thursday, you shall receive the details of your last 5 transactions every Thursday)
<b>6. Monthly mini-statement</b>	<input type="checkbox"/>	_____ (e.g. If you fill in 15th, you shall receive the details of your last 5 transactions on the 15th of every month)
<b>Overdrafts</b>		<b>Account No. :</b> <input type="text"/>
<b>1. Payment Due Date Reminder</b>	<input type="checkbox"/>	_____ (eg. If you fill in 10th, you shall receive a reminder alert 10 days prior to the repayment due date)
<b>2. Payment Overdue Notice</b>	<input type="checkbox"/>	_____ (e.g. If you fill in 5th, you shall receive a reminder alert 5 days after the due date for the repayment has elapsed)
<b>Personal Loans/Home Loans</b>		<b>Account No. :</b> <input type="text"/>
<b>1. Payment Due Date Reminder</b>	<input type="checkbox"/>	_____ (e.g. If you fill in 10 <sup>th</sup> , you shall receive a reminder alert 10 days prior to the instalment due date)
<b>2. Payment Overdue Notice</b>	<input type="checkbox"/>	_____ (e.g. If you fill in 5 <sup>th</sup> , you shall receive a reminder alert 5 days after the due date for the instalment has elapsed)

Types of Alerts	Subscribe (Y/N)	Details
<b>Fixed Deposits</b> <b>1. Fixed Deposit Maturing</b>	<input type="checkbox"/>	<b>Account No. :</b> <input type="text"/> _____ (You will receive a reminder alert 7 days prior to your fixed deposit maturing)
<b>Fixed Deposits</b> <b>2. Fixed Deposit Maturing</b>	<input type="checkbox"/>	<b>Account No. :</b> <input type="text"/> _____ (You will receive a reminder alert 7 days prior to your fixed deposit maturing)
<b>Fixed Deposits</b> <b>3. Fixed Deposit Maturing</b>	<input type="checkbox"/>	<b>Account No. :</b> <input type="text"/> _____ (You will receive a reminder alert 7 days prior to your fixed deposit maturing)
<b>Fixed Deposits</b> <b>4. Fixed Deposit Maturing</b>	<input type="checkbox"/>	<b>Account No. :</b> <input type="text"/> _____ (You will receive a reminder alert 7 days prior to your fixed deposit maturing)
<b>Fixed Deposits</b> <b>5. Fixed Deposit Maturing</b>	<input type="checkbox"/>	<b>Account No. :</b> <input type="text"/> _____ (You will receive a reminder alert 7 days prior to your fixed deposit maturing)
<b>Fixed Deposits</b> <b>6. Fixed Deposit Maturing</b>	<input type="checkbox"/>	<b>Account No. :</b> <input type="text"/> _____ (You will receive a reminder alert 7 days prior to your fixed deposit maturing)
<b>Fixed Deposits</b> <b>7. Fixed Deposit Maturing</b>	<input type="checkbox"/>	<b>Account No. :</b> <input type="text"/> _____ (You will receive a reminder alert 7 days prior to your fixed deposit maturing)
<b>Fixed Deposits</b> <b>8. Fixed Deposit Maturing</b>	<input type="checkbox"/>	<b>Account No. :</b> <input type="text"/> _____ (You will receive a reminder alert 7 days prior to your fixed deposit maturing)

**Note:** The activation of this service is subject to satisfactory verification of the account number and signature of the accountholder.

# Terms and Conditions

## 1. Definitions

In these terms and conditions, the following terms shall have the following meanings: 'Alerts' means the customised messages sent as Short Message Service (SMS) to the customer over his mobile phone; 'Account' means any account of the customer with the Bank, which may be savings/current/fixed deposit/credit card account/loan or any other account; 'Bank' means The Hongkong and Shanghai Banking Corporation Limited with which the customer's account is maintained; 'CSP' means the Cellular Service Provider with whom the Bank has an arrangement for providing the facility; 'Customer' means the person who holds an account with the Bank; 'Facility' means the facility of receiving alerts.

## 2. Availability

1. The facility is made available to the customer, at the sole discretion of the Bank and may be discontinued by the Bank at any time, without notice.
2. The facility is available in certain specific regions and to subscribers of mobile phones of certain specific CSPs in India. The customer understands that, unless he is a subscriber of the specific CSPs, the facility will not be available.
3. The alerts will be sent to the customer only, if the customer is within the cellular circles of the CSPs or in circles forming part of the roaming network of such CSPs.
4. The Bank may, if feasible, extend the facilities to other cellular circles as well as to subscribers of other cellular telephone service providers, as will be notified by the Bank, from time to time.

## 3. Process

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

## 4. Joint Accounts

The facility will be available only in relation to accounts held in sole name or in case of 'either/survivor' instructions, only to the primary or first named signatory.

## 5. Receiving Alerts

1. The Bank shall transmit the alerts to the customer's mobile phone number as registered by the customer with the Bank and/or as may be updated from time to time by the customer and the customer hereby acknowledges that any such information disclosed shall be deemed to have been made solely to the customer. The Bank shall not be under any duty to verify the authenticity of the person receiving the alerts/information. The customer is responsible for the accuracy of his mobile phone number and/or e-mail address and/or any other account information registered with the Bank and shall be solely responsible for intimating to the Bank, any change in his mobile, phone number or e-mail address or account details. The customer shall immediately inform the Bank, in writing, if his mobile is lost or has been allotted to another person. The Bank shall endeavour to record any changes informed by the customer regarding his personal details and mobile phone number, within a reasonable period of time and the customer agrees that the Bank cannot be held liable for any delay or error in this regard.
2. The customer acknowledges that to receive alerts, his mobile phone must be in an 'on' mode. If the customer's mobile phone is kept 'off' for a continuous period of 48 hours from the time of delivery of an alert message by HSBC, that particular message would not be received by the customer.
3. The customer acknowledges that the facility is dependent on the infrastructure, connectivity and services provided by the CSPs and other service providers engaged by the Bank. The customer accepts that timeliness, accuracy and readability of alerts sent by the Bank will depend on factors affecting the CSPs and other service providers. The Bank shall not be liable for non-delivery or delayed delivery of alerts, error, loss or distortion in transmission of alerts to the customer. In case the customer observes any error in the information provided by the Bank through this facility, the customer shall immediately inform the Bank and the Bank in turn will make the best possible efforts to rectify the error as soon as possible.
4. The Bank shall endeavour to provide the facility on a best effort basis and the customer shall not hold the Bank liable for non-availability of the facility or non-performance by any CSPs or other service providers or any loss or damage caused to the customer as a result of use of the facility (including relying on the alerts for the customer's investment or business purposes) for causes which are not attributable to the Bank. The Bank shall not be liable in any manner to the customer in connection with the use of the facility.
5. The customer accepts that each alert may contain certain account information relating to the customer. The customer authorises the Bank to send account related information, though not specifically requested, if the Bank deems that the same is relevant.
6. The customer authorises the Bank to send any message such as promotional, greeting or any other message that the Bank may consider appropriate, to the customer. The customer agrees to an ongoing confirmation for use of name, e-mail address and mobile number for marketing/merchandising offers between HSBC and other companies.

## 6. Withdrawal or Termination

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

## 7. Fees

The Bank may at its sole discretion revise the charges/fees for use of any or all of the facility, by sending notice to the customer. The customer may at any time discontinue or unsubscribe to the said facility after providing a 30 days notice period to the Bank. The customer shall be liable for payment of such airtime or other charges which may be levied by the CSP in connection with the receiving of the alerts, as per the terms and conditions of the CSP and the Bank is in no way concerned with the same.

## 8. Disclaimers

1. The Bank shall make all reasonable efforts to ensure that the customer's personal/account information is kept confidential. The Bank does not warrant the confidentiality or security of the messages, whether personal information or account information or otherwise, transmitted through the facility. The transmission of the messages, however, cannot be guaranteed to be completely secure and the Bank will not be liable for loss of any information/instructions/alerts in transmission, nor be responsible for security of the transmission.
2. No information provided through the service shall be regarded as an offer or invitation by the Bank to buy or sell any goods, products, services or securities, nor are such information intended to directly or indirectly offer investment, legal, accounting, tax or financial advice to any party.
3. The Bank will not be concerned with any dispute between the customer and the CSP and makes no representation or gives no warranty with respect to the quality of the service provided by the CSP or guarantee for timely delivery or accuracy of the contents of each alert.

## 9. Disclosure

The customer accepts that all information will be transmitted to and/or stored at various locations and be accessed by personnel of the Bank (and its affiliates). The Bank is authorised to provide any information or details relating to the customer or his account to the CSPs or any service providers so as to enable them to provide any services to the customers.

## 10. Liability and Indemnity

The customer shall not interfere with or misuse in any manner whatsoever the facility and in the event of any damage due to improper or fraudulent use by the customer, the customer shall be liable in damages to the Bank. In consideration of the Bank providing the facility, the customer agrees to indemnify and keep safe, harmless and indemnified the Bank from and against all actions, claims, demands, proceedings, loss, damages, costs, charges and expenses whatsoever which the Bank may at any time incur, sustain, suffer or be put to as a consequence of or arising out of acting in good faith, acting on omitting or refusing to act on any instructions given by use of the facility. The customer shall indemnify the Bank for unauthorised access by any other person to any information given by the customer or breach of confidentiality.

## 11. Amendment

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

## 12. Governing Law and Jurisdiction

The provision of the facility shall be governed by the laws of India and any disputes in this regard shall be subject to the exclusive jurisdiction of the courts in Mumbai. 'I/We wish to avail of the 'Mobile Push Alert Services' and receive SMS alerts on my mobile phone number registered with the Bank. I/We have read and understood the terms and conditions related to the service (a copy of which is available as part of the account rules on [www.hsbc.co.in](http://www.hsbc.co.in)). I understand that the Bank may, at its absolute discretion, discontinue the service completely or partially without any notice to me/us. I/We agree that the Bank may debit my/our account for service charges as per the prevailing tariff from time to time. I/We accept and agree to be bound by the abovementioned terms and conditions and to any changes made therein from time to time in the future. I/We undertake to intimate the Bank immediately in the event of any change in my mobile phone number. I/We also understand that the SMS alerts under this service may contain certain personal and/or account information. I/We also understand and acknowledge that while the Bank will make all reasonable efforts to ensure that my/our personal/account information is kept confidential, the SMS alerts cannot be guaranteed to be completely secure and the Bank accepts no liability in this regard.'

\_\_\_\_\_  
Signature of First Accountholder  
(As appears in the Bank records)

\_\_\_\_\_  
Signature of Second Accountholder  
(As appears in the Bank records)