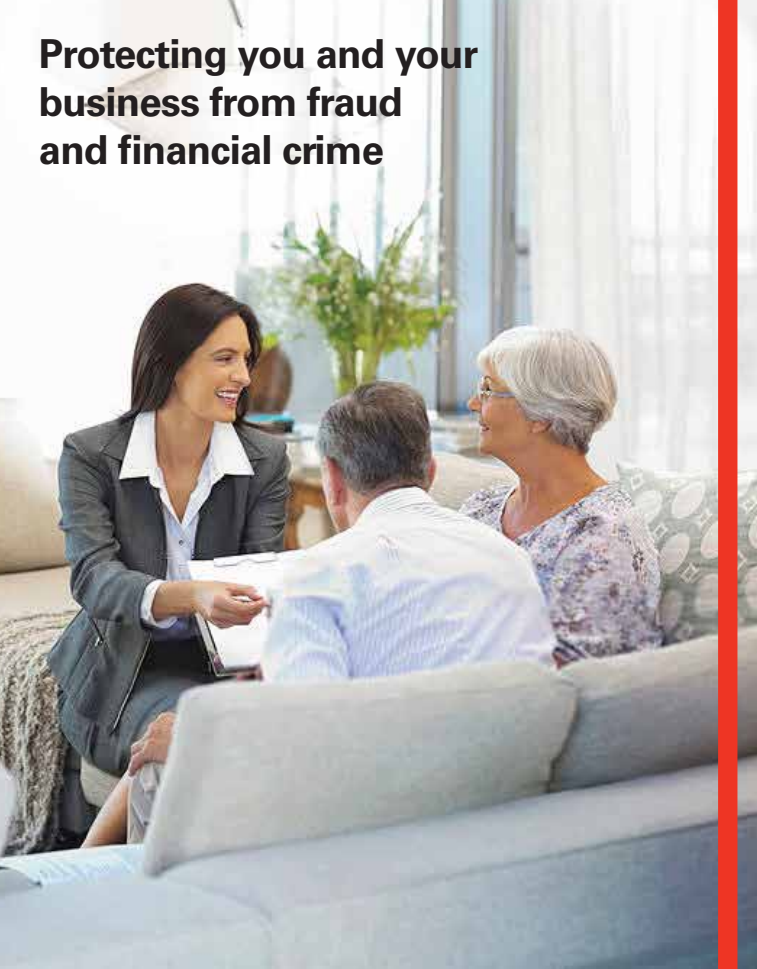


Protecting you and your business from fraud and financial crime



Help us protect you better.
Make sure you update your information
with the Bank.

Protecting you and your business from fraud and financial crime

The importance of protection

As one of the world's leading banks, we are committed to protecting our customers and their finances from fraud and financial crime, which are becoming increasingly sophisticated and globally organised.

To stay one step ahead, we've launched **HSBC Safeguard**, a series of initiatives designed to detect and deter fraudsters and criminals. This will provide you and your account with better protection and ensure that any requests we carry out on your behalf are genuine.

Information is key to protection

Our systems and processes rely on us having the most up-to-date information about all of our customers. Soon, you may be asked to do one or all of the following:

- confirm or update your existing details about you or your business
- provide new information which may include original documents for verification

We understand that this may cause some inconvenience, and we apologise in advance for this, but we will work with you to ensure the process is as simple and straightforward as possible.

Data protection and security

We take our obligation to protect your data very seriously. All the information you provide will be subject to HSBC Group's high data and security standards. The purpose of gathering this information is to protect our customers and the bank against financial crime. It will only be used for your protection and will not be used by us or any third party for marketing purposes.

Top 5 Frequently asked questions

- **Why is financial crime an increasing concern?**

At HSBC, addressing financial crime globally has long been one of our main priorities. But as criminal activity becomes more complex, fraudsters have attempted to target global networks like banks. Now, it's even more important for us to be vigilant in protecting our customers – wherever they are in the world. Improving the way we share and manage our customer information will help us fight against the risk of financial crime.

- **How will this help protect my account(s)?**

In order to protect your account effectively, our systems and processes need accurate, up-to-date information about all of our customers. By confirming your details and making sure that all the information we have on you is up-to-date, you can be certain that no one else is able to misuse your account and that in turn, we will only act on genuine requests from you.

- **Why are we doing this?**

Protecting you and all of our customers is important to us. Our global systems rely on having the most up-to-date customer information to detect fraudulent transactions and safeguard against financial crime. So, even though you've banked with us for some time, we still need to check some of the information we have about you is correct. This ensures that that we can reach out to you promptly, give you the best customer service possible and keep the highest regulatory standard everywhere we work.

- **What should I do?**

You do not need to do anything at the moment.

- **When will I be contacted?**

In order to manage the process, we'll be contacting customers periodically to let them know if and when they need to bring us their documents.

Find out more

If you would like to find out more information about HSBC Safeguard:

- Visit** **www.hsbc.co.in/1/2/hsbcsafeguard**
- Call** **HSBC PhoneBanking**
- Ask** **HSBC Branch service staff OR
Your HSBC Relationship Manager**