

## HSBC offices in Bangladesh

<b>Dhaka Main Office</b>	Anchor Tower, 108 Bir Uttam C R Dutta Road, Dhaka 1205
<b>Gulshan</b>	House No. SWG-2 (Corner of Road No 5), Gulshan Avenue Dhaka 1212
<b>Amanah Branch</b>	IK Tower, Ground Floor, Plot CEN A (2) North Avenue Gulshan 2, Dhaka 1212
<b>Dhanmondi</b>	House No. 352 (Old), Road No 27 (Old), Dhanmondi, Dhaka 1205
<b>Motijheel</b>	City Centre, 103 Motijheel C/A, Dhaka 1000
<b>Uttara branch</b>	Atlanta Centre, Level 1, Plot 1, Road 1/A, Sector 4, Uttara, Dhaka 1230
<b>Banani</b>	House 155, Road 13/B, (On Road 11), Block E, Banani Model Town, Dhaka 1213
<b>Lalbagh</b>	203 Water Works Road, Lalbagh, Dhaka 1211
<b>Chittagong</b>	Osman Court, 70 Agrabad C/A, Chittagong 4100
<b>GEC</b>	Hosna Kalam Complex, Plot No. 3439, CDA Avenue East Nasirabad, Chittagong 4000
<b>Sylhet</b>	Plot 1, Chouhatta Zindabazar Main Road, Sylhet
<b>Narayanganj</b>	50 S M Maleh Road, Tanbazar, Narayanganj 1400
<b>Mirpur</b>	Hyperion House (1st floor), Plot 61/1 & 61/2, Road 4, Block B Section 12, Mirpur, Dhaka 1216
<b>Call Centre</b>	011 99 88HSBC (4722), 011 99 88LOAN (5626), (02) 9660547
<b>Phonebanking</b>	(02) 9660547
<b>Email</b>	contact@hsbc.com.bd
<b>Website</b>	www.hsbc.com.bd

## Customer service centres

<b>Gulshan</b>	House No. SWG-2 (Corner of Road No 5), Gulshan Avenue Dhaka 1212
<b>Dhanmondi</b>	Mumtaz Plaza, House No. 7, Road 4, Ground Floor Dhanmondi R/A, Dhaka 1205
<b>Mirpur</b>	House 1, Road 4, Block A, Section 6, Mirpur Dhaka 1216
<b>Gulshan 2</b>	BFC, House No. 40/8 North Avenue, Road No 92 Gulshan 2 Dhaka 1212
<b>Bashundhara</b>	Bashundhara Convention Centre, Plot 56/A, Block C, Bashundhara R/A, Dhaka 1229
<b>Jamal Khan</b>	Equity Millennium, 59 Jamal Khan Road, Chittagong
<b>Sylhet</b>	Rose View Complex, Shahjalal Uposhahar, Sylhet 3100
<b>Banasree</b>	Plot C/33, Road 1, Block C, Banasree, Dhaka

## Off-site ATM locations

<b>Dhanmondi</b>	744 Satmosjid Road, Dhanmondi, Dhaka 1209
<b>Shantinagar</b>	Twin Towers Concord, 27, 27/1 - 27/7 Chamelibagh Shantinagar, Dhaka 1217
<b>Tejgaon</b>	Shanta Western Tower, 186 Bir Uttam Mir Shawkat Ali Road (Tejgaon-Gulshan Link Road), Tejgaon I/A, Dhaka 1208
<b>Radisson</b>	Airport Road, Dhaka Cantonment, Dhaka 1206
<b>Ruposhi Bangla</b>	Ruposhi Bangla Hotel, 1 Minto Road, Dhaka 1000
<b>Westin</b>	The Westin Dhaka, Plot 1, Road 45, Gulshan 2, Dhaka 1212
<b>Sonargaon</b>	Pan Pacific Sonargaon, 107 Kazi Nazrul Islam Avenue Dhaka 1215
<b>AEPZ</b>	Adamjee Export Processing Zone, Adamjee Nagar, Siddirganj Narayanganj
<b>CEPZ</b>	Zone Service Complex (Ground Floor, Eastern Wing) CEPZ Bandar, Chittagong
<b>DEPZ</b>	Dhaka Export Processing Zone, Adjacent to SFB No. 1 Ganakbari Savar, Dhaka
<b>KEPZ</b>	Zone Service Complex (Ground Floor) Karnaphuli Export Processing Zone, Patenga, Chittagong
<b>COMEPZ</b>	Zone Service Complex (Ground Floor, South Block), Comilla Export Processing Zone, Airport Area, Kotowali, Comilla 3500

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# Handling your complaints and feedback



**HSBC** 

## Handling your complaints and feedback

### We are here to take care of your financial needs

HSBC is committed to providing excellence through the highest customer service standards and effective delivery of products and services.

We believe that your feedback is essential to improve and develop our products and services. Whether you are providing feedback, making a suggestion or lodging any complaint, we want to hear from you as soon as possible. We will then make the relevant enquiries and aim to put matters right as soon as we can. If you are not entirely satisfied with any aspect of our service, we will take steps where appropriate to prevent the same from happening again.

Your suggestion is important to us and your feedback allows us to improve our products and services to ensure a greater level of service consistency. Your feedback, suggestions and concerns can be directed to us via any of the following channels:

- ▶ Verbal approach in person at branches/ CSCs
- ▶ Phone call to any staff member including call centres
- ▶ Customer complaint/ suggestion drop boxes
- ▶ Letter
- ▶ Email
- ▶ Fax
- ▶ Swift

### How to voice your concerns

#### Step 1

The more convenient way to raise your concern or offer any suggestion is to contact your nearest Branch Manager. In most cases, the Customer Service Manager at your branch should be able to resolve the matter. Please allow them to take the first opportunity to answer your question and put matters right.

#### Step 2

In the unlikely event when you are not entirely satisfied, you can contact:

### Complain Cell, HSBC, Bangladesh

Management Office  
Level 4, Shanta Western Tower,  
186 Bir Uttam Mir Shawkat Ali Shorok  
Tejgaon I/A, Dhaka-1208

Phone: +880 2 8878850, Ext. 1024,1028, 8004, 8011

Mobile: +880 1199 88HSBC (4722)

Fax: +880 2 8878864

Email: contact@hsbc.com.bd  
servicequalitydak@hsbc.com.bd

Website: www.hsbc.com.bd

### Customers' Interest Protection Centre (CIPC) Bangladesh Bank

#### Bangladesh Bank, Head Office, Dhaka

Phone: +880 2 7120935, +880 2 9511406 (Direct)  
+880 2 7126101-14, Ext. 2769, 2781,  
2794 (PABX)

Fax: +880 2 7110071

Email: bb.cipc@bb.org.bd

#### Bangladesh Bank, Chittagong

Phone: +880 31 616800

Fax: +880 31 634776

Email: showib.chowdhury@bb.org.bd

#### Bangladesh Bank, Sylhet

Phone: +880 821 725459

Fax: +880 821 715687

Email: shafiqul.islam216@bb.org.bd

### Complaint and feedback boxes at our branches

One dedicated drop box is placed at each of the HSBC branches in Bangladesh for you to drop your feedback. This box is maintained by our Central Complaint Cell and assures that the issues raised by you are dealt with in a fair and timely manner.

Thank you for sharing your experiences with HSBC.