

Handling your complaints and feedback



HSBC 
The world's local bank

Handling your complaints and feedback

We are here to take care of your financial needs

HSBC is committed to provide excellence through the highest customer service standards and effective delivery of products and services that you need.

We believe that your input is the key 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 custom 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 the following channels:

- Verbal approach in person at branches/ CSCs
- Phone call to any staff member including Call Centres
- Letter
- Email
- Fax
- Customer Complaint/ Suggestion Drop Box
- Swift

How to voice your concerns

Step 1

The more convenient way to raise your concern or offer any suggestion is to contact your local 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 or put matters right.

Step 2

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

Contact: The Officer
Service Quality & Compliance
HSBC
Management Office: Level 4, Shanta Western Tower,
186 Bir Uttam Mir Shawkat Ali Road Tejgaon I/A
Dhaka 1208, Bangladesh

Call: 880 2 9553053 - 6
88 01199 88HSBC (4722)
9am to 5.30pm Sunday to Thursday
(Except public holidays)

Email: servicequalitydak@hsbc.com.bd

We aim to resolve most issues within 24 hours of receiving your complaint. Some issues might be more complex and can take a little longer to resolve. In both cases we will send you a letter of acknowledgement within one working day to confirm that we are investigating the issue you have raised.

Step 3

We always want to resolve any concern you raise with us at branch level as soon as possible. However, where you are not satisfied with the responses at Step 1 or Step 2 or if 20 days have passed since you first raised the matter with us, you have the right to refer your case to the Central Complaint Cell.

One separate drop box is attached in each of HSBC stores for you to drop your feedback. This box is controlled by our Central Complaint Cell and assures that the issues raised by you are dealt within a fair & timely manner. Or you may directly contact our Central Complaint Cell at:

Central Complaint Cell
C/O. Compliance & Control Department
HSBC
Management Office: Level 4, Shanta Western Tower,
186 Bir Uttam Mir Shawkat Ali Road Tejgaon I/A
Dhaka 1208, Bangladesh

Or call: (880-2) 9660536-43 Ext- 554
9am to 5.30pm Sunday to Thursday
(Except public holidays)

Email: contact@hsbc.com.bd
Web: www.hsbc.com.bd

Thank you for sharing your experience with HSBC.