



We're here to help

Resolving Your Complaints

At HSBC, we're committed to providing you with world-class service and effectively delivering the products and services you need.

If for any reason you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We will use this information to put matters right and take steps to prevent a recurrence.

You are important to us and your feedback allows us to improve our service levels.

How to Complain

Choose any of the following options



Visit a branch

Speak to one of our dedicated members of staff face to face at our branches. You may also drop your complaints in our "Complaint & Feedback Box"



Give us a call

at **16240** (accessible from within Bangladesh); **+88 096127 16240** (accessible from overseas), 24/7, including government holidays



Go online

Visit **hsbc.com.bd** where you can complete our online complaint form. A member of our dedicated team will then be in contact with you shortly



Write to us

Send your email to: **complaints@hsbc.com.bd**

Remember

- ◆ To include your name, address, postcode, email address and your preferred contact number
- ◆ Also provide as much information about your complaint as possible to ensure a quicker response time.
- ◆ Please also let us know when and how is best to get in touch, and we will do our best to meet this

In case your complaint is unresolved or you are dissatisfied with the resolution provided, you may also lodge your complaints directly to **Financial Integrity and Customer Services Department (FICSD)**, Bangladesh Bank

Head Office
Call : 16236
Fax : 0088-02-9530273
Email : bb.cipc@bb.org.bd

To learn more about the complaint logging procedure visit:
https://www.bb.org.bd/complainbox/cipc_procedure.php