

Resolving your Complaints

Share your concerns and find an answer

We're sorry that you're not happy with our service

We'll do all we can to help and respond as quickly as we can. The fastest way to resolve your issue is by contacting your relationship manager.

What happens next?

Our relationship managers are able to resolve most of our customers' concerns. We aim to resolve most issues within five working days of receiving your complaint. Some matters are more complex and can take a little longer to resolve. If that is the case, we'll keep you informed of our progress. If your concern cannot be resolved within 30 days of its receipt, we will provide you with an update. We aim to resolve more complex matters within 60 days.

However, if you're not satisfied with how our relationship managers resolved your concerns, or after 90 days of the receipt by the Bank of your complaint, we have not provided you with a final response, you can escalate further following steps 2 and 3 below.

1

Start with your HSBC Relationship Manager

We'll acknowledge your concern and get back to you once our investigation is complete.

2

HSBC Complaint team

Contact this team only if you've followed Step 1 and you're not happy with how your concern was handled. You may write to them at:

HSBC Private Banking
Chief Control Officer
9-17 Quai des Bergues
1201 Geneva 1 Switzerland

Email: pbrs.complaints.notification@hsbcpb.com

Where step 1 hasn't been followed, your inquiry will be directed to the proper department.

The team will investigate and respond to you once their investigation is complete.

3

Refer your complaint to the Swiss Banking Ombudsman

If you're not satisfied with the resolution after following Step 1 and Step 2, or at any time, you may refer your complaint to the Swiss Banking Ombudsman.

Swiss Banking Ombudsman
Bahnhofplatz
9 P.O. Box
CH-8021 Zurich
Tel: +41 43 266 14 14 (German / English)
Tel: +41 21 311 29 83 (French / Italian)
Website: www.bankingombudsman.ch