

Important Updates On Your Credit Card



Content

Customer Satisfaction and Feedback	03
Consumer Guide on Fee Calculation	05
Credit Card Payment Cut-off Times	07
Credit Card Statement Layout	08

CUSTOMER SATISFACTION AND FEEDBACK

Listening to you

We are here to serve,

Thank you for banking with HSBC.

At HSBC we are 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.

Raising your concerns

We have Customer Service staff at our branches and a Telephone Contact Centre, to handle your concerns. They will make every effort to resolve issues efficiently to your satisfaction.

However, in the event you are not entirely satisfied in the manner in which you have been served, or if our products do not meet your expectations, you may provide your feedback in the following manner:

- **Submit your feedback online.**

- **Mail your concerns to**
The Manager - Customer Experience and Relations
Retail Banking and Wealth Management
HSBC
No 24 Sir Baron Jayathilake Mawatha
Colombo 01.

- **E-mail us on**
 - Premier - premiercustomersolutions@hsbc.com.lk
 - Personal Banking Inquiries - customersolutions@hsbc.com.lk
 - Credit Card Inquiries - creditcards@hsbc.com.lk

You may also write to us through the secure message facility on Personal Internet Banking to ensure confidentiality and security. Click on the "Contact Centre- Send Message' function in the left hand menu.

- **Call us on**

- For general enquiries call us on our General HSBC hotline on: +94 11 447 2200.
- Dedicated hotline for HSBC Premier customers on: +94 11 447 2272. (Operates 24 X 7 for HSBC Premier customers only)
- Dedicated hotline for HSBC Advance customers on: +94 11 447 2243.
- Dedicated hotline for HSBC Rewards Credit Card on: +94 11 447 2275.
- Dedicated hotline for HSBC Platinum customers on: +94 11 447 2242.
- Corporate Customer Service Hotline: +94 11 447 2224.
- Dedicated customer solutions hotline on: +94 11 451 1566.

- **Visit our branch**

You may visit any of our HSBC branches and speak to the Manager in charge or provide us your feedback on our "Listening to your comments" forms available.

You may also directly speak to your Relationship Manager or any of our branch staff who would be happy to assist you.

- **Complaints recording and Service level Commitment**

Upon receipt of a Complaint, it will be recorded in the Bank's Complaint Management System and will attempt to resolve the matter immediately. In the event if we are unable to do so, we will provide you with a solution within four working days of receiving your complaint. However, some issues may be more complexed and could take a little longer to resolve. In this case, we will provide you with interim updates until the complaint is resolved.

- **The Office of the Financial Ombudsman – Sri Lanka**

While we would prefer to always resolve any concern raised with us to your complete satisfaction, you can also write to the Office of the Financial Ombudsman and request redress.

The Office of the Financial Services Ombudsman is an independent, impartial and free service established as part of the Financial Sector Reform package initiated in April 2002. Contact details of the Financial Ombudsman are:

The Office of the Financial Ombudsman Sri Lanka,
143A Vajira Road,
Colombo 5.

Telephone: +94 11 2 595 624

Fax: +94 11 2 595 625

E-mail: fosril@slt.net.lk

Web: www.financialombudsman.lk

CONSUMER GUIDE ON FEE CALCULATION

MINIMUM PAYMENT AMOUNTS

- 100% of the monthly instalment amount for each of your cash instalment plans and spend instalment plans, if any; plus
 - 100% of any interest, late fees, and over limit fees charged to your account; plus
 - 1/12th of Credit card annual fees; plus
- 1% of your remaining outstanding balance (i.e. your total outstanding balance less the amounts set out under the previous two bullet points); plus
- The excess amount above your credit limit, if your account is over limit, or Rs.500/-, whichever is greater. However, if your total outstanding balance is less than Rs.500/-, your minimum payment amount shall be your total outstanding balance.

OVER LIMIT FEE

An Over Limit Fee of **Rs.1,750.00** will be charged, if the assigned credit limit is exceeded at any point in the Billing period. In computing whether the Credit Limit has been exceeded for the above purpose, the amount of the Bank's charges will also be considered.

LATE PAYMENT FEE

If the Cardholder fails to pay the Minimum Amount Due by the Payment Due Date, a Late Payment Fee of Rs.**1,950.00** will be charged.

CASH ADVANCE CHARGES

Cash Advance Fee will be charged as Rs.990.00 or 5%, whichever is greater for each withdrawal.

Example 1

Cash amount	=	Rs.50,000.00
Cash Advance Fee 5%	=	Rs.50,000.00 x 5%
	=	Rs.2,500.00
Cash Advance Fee charge	=	Rs.2,500.00

Example 2

Cash amount	=	Rs.5,000.00
Cash Advance Fee 5%	=	Rs.5,000.00 x 5%
	=	Rs.250.00
Cash Advance fee charge	=	Rs.550.00

Note: Cash Advance Fee will be charged as Rs.990.00 or 5%, whichever is greater for each withdrawal.

STAMP DUTY

With effect from 01 January 2016, Stamp Duty will be charged only for your Credit Card transactions performed at merchants based outside Sri Lanka (including on-line). The new Stamp Duty is charged at Rs25.00 for every Rs.1,000.00 or part for all such transactions.

EXCHANGE RATE FOR OVERSEAS TRANSACTION BILLING

All overseas transactions will be converted using Visa/MasterCard exchange rates. In order to mitigate local exchange rate movements, an additional amount (upto 3.5%) will be included to the rate at the time of billing.

DCC PROCESSING FEE

For all credit card LKR transactions conducted at a merchant with acquire country as overseas, a Dynamic Currency Conversion (DCC) processing fee of 3.5% will be applied.

EXAMPLES ON INTEREST CALCULATION

If only the minimum payment is made, interest will be accrued at the prevalent interest rate on the balance amount as illustrated below,

The interest rate mentioned on the following calculation is given for illustration purpose only. The prevalent interest rate applicable is displayed on the face of the statement.

Assumption

Total purchase value for the month is LKR100,000.00 and no bank chargers.

Scenario:

- Statement period - 5 July 2023 to 2 August 2023
- Statement Closing Balance - LKR100,000.00
- Payment Due Date - 23 August 2023

Payment Details

- Payment Amount due - LKR1000.00
- Payment Due Date - 23 August 2023

No new transactions or payments during the statement period.

Next Statement date : 3 August 2023 to 3 September 2023

NO Customer/Merchant Payments received for the statement period. The year considered is not a leap year.

Interest will be:

- $LKR100,000.00/- * 2.33\% * 12/365 * 22 = LKR1,685.26$
(2 August 2023 to 23 August 2023 - 22)
- $LKR100,000.00/- * 2.33\% * 12/365 * 11 = LKR842.63$
(24 August 2023 to 3 September 2023 - 11)

Total interest for the statement ending 3 September 2023 = 2,527.89

CREDIT CARD PAYMENT CUT OFF TIMES

Branch Payments	Cut off time	Updating time
Cheque Deposits*	2.00 PM (Working Days)	Upon realization
Cash	3.00 PM (Working Days)	Immediate

Easy Pay	Cheque*	
Jaffna Branch	3.00 PM	7.30 AM (Next working day)
Galle Branch	3.00 PM	7.30 AM (Next working day)
Kandy Branch	3.00 PM	7.30 AM (Next working day)
All other Branches	2.00 PM	7.30 AM (Next working day)

Automated Channels	Cut off time	Update Time
Cash Deposit Machine	Immediate **	Immediate **
CEFT payments to HSBC Credit Cards	Immediate **	Immediate **
ATM Transfers	Immediate **	Immediate **
Internet Banking/ Phone Banking	Immediate **	Immediate **

** on the due date before 5.30 PM

Other Methods	Cut off time	Update Time
Singer, Cargills and Keells (Excluding Super K outlets)	4.00 PM	7.30 AM Next working day

CREDIT CARD STATEMENT LAYOUT

- 1. Name and Statement Period:** This indicates the name and time period of your Credit Card statement.
- 2. Post Date:** This is the date transactions are billed to your card account.
- 3. Transaction Date:** This is the actual transaction date made with your Credit Card.
- 4. Description:** All transactions made with your Credit Card are listed here.
- 5. Amount:** This lists the transaction amounts for each purchase, Cash Advance, Balance Transfer, monthly installments, payments received and other chargers.
- 6. Credit Card Number:** This is your Credit Card Number. Please indicate this number when making payments and in any correspondence to us.
- 7. Total Due:** This is the total outstanding balance for the statement period.
- 8. Instalment Plan:** This lists the current instalment plan amounts under your Credit Card and balance outstanding on each plan.
- 9. Rewards Summary:** This indicates your Rewards Points earned and redeemed as of the last statement date. Message from the Bank relates to Rewards Points.
- 10. Account Summary:** This indicates your Total Account Balance which includes Previous Statement Balance, Payments & Credits, Purchases and Debits as at the statement date and Outstanding Instalment Amounts.
- 11. Payment Due Date:** Full or minimum payment due for the statement period should be made on or before this date.
- 12. Current Due:** Your current total due amount to be paid.
- 13. Over-limit Due Amount:** This shows the amount utilised above your approved Credit limit (if any).
- 14. Past Due Amount:** This indicates the card payment that has not been made as of its due date (if any).
- 15. Minimum Payment:** This includes the total of your Current due amount and the Over-limit due/Past due amount (if any).
- 16. Credit Limit and Interest Rates:** This lists your current credit/cash limit, available credit limit and current interest rates applicable on your Credit Card.
- 17. Updates on our Current Marketing Promotions:**
Message from the Bank which indicates current marketing promotions.
- 18. Updates on your Credit Card account:**
Message from the Bank relates to your Credit Card Payment slip which can be used when making payments to your Credit Card.
- 19. Payment Slip:** Which can be used when making payments to your Credit Card.



HSBC Credit Card

The Hongkong and Shanghai Banking Corporation Limited
HSBC Card Centre P.O. Box 75, Colombo.

CONTACT US

Customer Service +94 11 4 4722 00

First Name Last Name **1**
Statement From XXXXXXXX to XXXXXXXX

2 POST DATE	3 TRAN DATE	4 DESCRIPTION	5 AMOUNT (LKR)
6 First Name Last Name 1234-XXXX-XXXX-5647			

REWARDS SUMMARY **9**

Previous Earned Points
Points Earned
Points Redeemed

Total Points Balance

ACCOUNT SUMMARY **10**

Previous Statement Balance
Payments & Credits
Purchases & Debits
Outstanding Instalments

Total Account Balance

PAYMENT SUMMARY

Payment Due Date **11**
Current Due **12**
Overlimit Due Amount **13**
Past Due Amount **14**

Minimum Payment **15**

7
TOTAL DUE

YOUR INSTALMENT PLAN **8**

DATE	EXPIRY	AMOUNT (LKR)	BALANCE (LKR)

CREDIT LIMIT AND INTEREST RATES **16**

Credit Limit
Cash Limit
Available Credit
Annual Interest Rate
Purchase
Cash Advance

Updates on your credit card account. **18**

Updates on our Current marketing promotions. **17**

PLEASE DETACH AND RETURN THIS LOWER PORTION TOGETHER WITH YOUR PAYMENT



The Hongkong and Shanghai Banking Corporation Limited
HSBC Card Centre P.O. Box 75, Colombo,
Sri Lanka

First Name Last Name
Suite Number, Building Number
Street Number, Street Name
City, State, Country Postal Code

New contact info? Please check the box and complete reverse side or visit www.hsbc.com

HSBC Credit Card		1234-XXXX-XXXX-5647	
Total Due	Minimum Payment	Payment Due Date	Amount Paid

For your convenience, please make your payment via internet banking or other channel shown on the following page.

