



# Resolving Your Complaints

How did we do in 2023?



**HSBC** Bank

Together we thrive

# Our Role

## In Resolving Your Complaints

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At HSBC, we want to provide you with the best customer experience possible. If we didn't meet your expectations, please let us know and we'll do our best to help.

### Step 01

#### **Start with an HSBC representative**

If we haven't met your expectations, please reach out to us by telephone, email, online chat or letter. You can also visit one of our branches.

We will acknowledge your complaint and provide you with the contact information of an HSBC representative who will get back to you once our investigation is complete.

We will automatically escalate your case (Step 2) if we haven't provided you with a resolution within 14 days.

### Step 02

#### **Escalate if your complaint is not resolved**

Most of our customers' complaints are resolved by one of our HSBC representatives. If you're not satisfied with how our representative handled your concerns in Step 1, you can escalate further (or ask our representative to escalate on your behalf) using the contact information in our complaints brochure.

To ensure your concerns are fully and efficiently addressed, the HSBC representative will escalate your complaint with the following information:

- ◆ Facts related to your complaint
- ◆ Name and location of the HSBC representative with whom you raised the issue
- ◆ Names of any other individuals involved

We will acknowledge receipt of your complaint using your preferred communication method. The representative responsible for handling your complaint will provide you with their contact information so that you can get details on the status of your case. Following a detailed investigation, they will provide you with a response containing their findings, their decision, and an explanation on how they reached this decision.

### Step 03

#### **Escalate to HSBC Client Complaints Office**

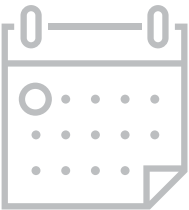
If you are not satisfied with the resolution after following Step 1 and Step 2, you can escalate further to the HSBC Client Complaints Office.

This office will only investigate once you've tried to resolve your concerns through the previous two steps.

The Client Complaints Office will acknowledge receipt of your complaint by email, telephone, or mail according to your preference. On completion of a detailed investigation, the office will provide you with a response containing details of the investigation, their decision, and an explanation on how and why this decision was made.



# 2023 The Year in Review

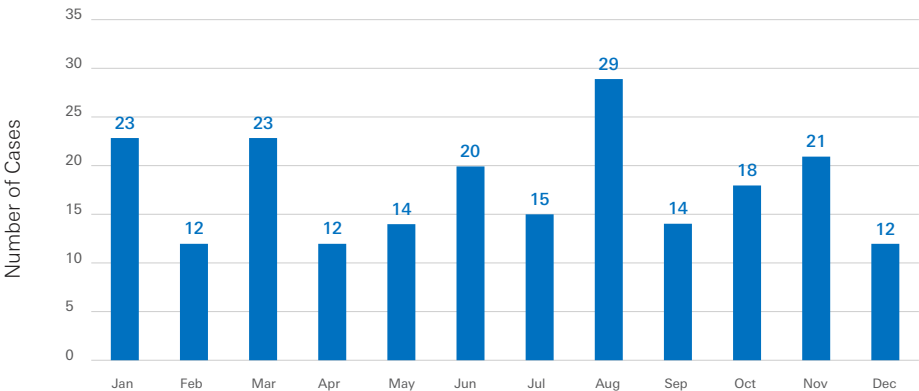


This report covers complaints managed by the Client Complaints Office – the highest level of complaints escalation within HSBC Bank Canada.

The data in the report is from January 17, 2024



## Number of cases reviewed by the Client Complaints Office



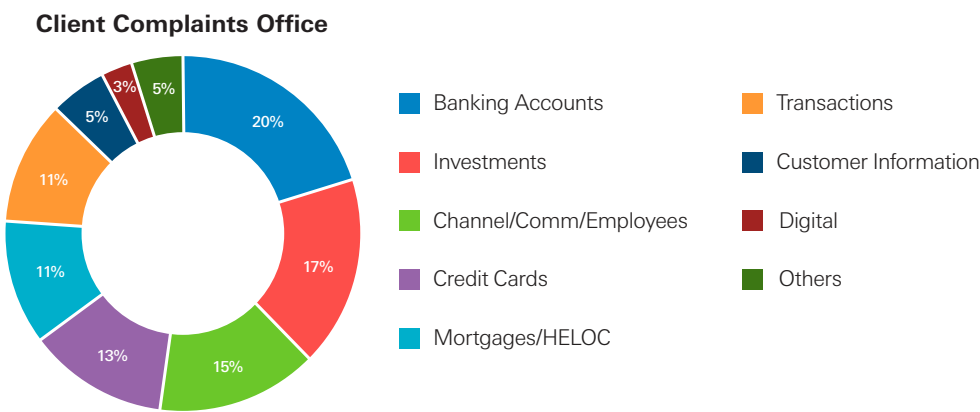
In 2023, the HSBC Client Complaints Office investigated 213 cases. Out of the 213 cases, 183 were related to HSBC Bank Canada and 30 were related to subsidiaries of HSBC Bank Canada. Of these 213 cases, 182 were resolved to the satisfaction of the complainants and 16 were closed not to the satisfaction of the complainant. The remaining 15 cases are still open.

<sup>1</sup> The HSBC Client Complaints Office handles complaints for HSBC Bank Canada and its subsidiaries: HSBC Global Asset Management (Canada) Limited; HSBC Investment Funds (Canada) Inc.; HSBC InvestDirect (a division of HSBC Securities (Canada) Inc.); HSBC Private Wealth Services (Canada) Inc.; HSBC Mortgage Corporation (Canada); HSBC Finance Mortgages Inc., HSBC Trust Company (Canada) and HSBC Capital (Canada) Inc.

# The Year in Review



The Client Complaints Office handled complaints about the following topics



In 2023, the most common complaint topics handled by the Client Complaints Office were about banking accounts, investments, followed by our channels, communications and employees.

Banking Account complaints refer to account opening, closing accounts, fees and charges, and account features.

Investment complaints refer to documentation issues, sales process, and fees and charges.

Channel, communications, and employee complaints are about customer servicing issues such as the Interactive Voice Response (IVR) system, wait time, booking appointments at our branches, the need to visit a branch, and our security process. It also includes how our employees interact with clients, their knowledge, clients’ ability to reach our employees, and how complaints are handled.

Credit card complaints include topics such as card usage, card opening process, card delivery, transaction disputes, and fees and charges.

Mortgages complaints include lending decisions, drawdowns, repayments, fees and charges, and documentation.

Transaction complaints refer to wire transfers, bank account transaction disputes, fees and charges, and INTERAC e-Transfers®.

Customer information complaints include data verification process, our know-your-customer process, address change requests, and potential fraud cases.

Complaints about our digital platforms include mobile applications and website (features and ease of use), and security device issues.

The “Others” category includes: Debit card and ATM complaints – these types of complaints are linked to ATM features, ATM operations, and ability to use debit cards.

Lending complaints are about the application process including overdrafts, and fees/charges.

Collection complaints refer to all activities linked to credit records, fees and charges.

We also receive complaints about transactions in general, bank policy, and general interest rates and charges.

# The Year in Review


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## Client Complaints Office handling time

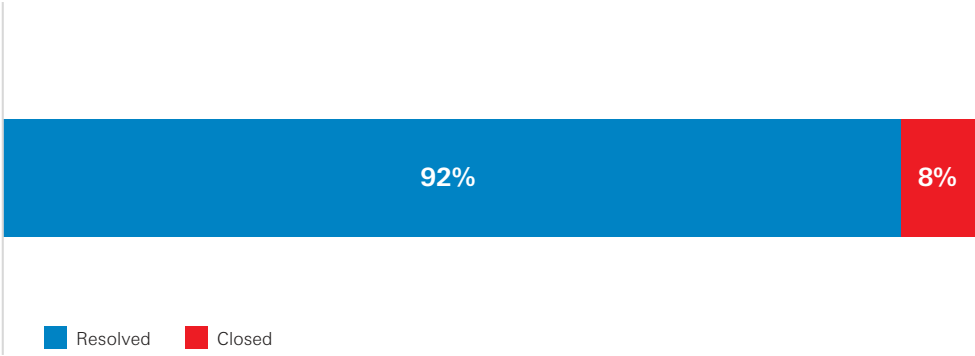
To comply with the Consumer Protection Framework Regulations, complaints not resolved at 14 days are escalated to our designated employees within our branches and other teams within HSBC. We aim to resolve or close the complaint within 56 days from the received date.

On average, for complaints that reached the Client Complaints Office, it took 70 days to resolve or close a complaint from the date HSBC first received it.



## Outcome of the Client Complaints Office’s complaints resolution\*

92 percent of the complaints (182) investigated by the Client Complaints Office were resolved to the satisfaction of the complainants. On the other hand, 8 percent of the complaints (16) were closed not to the satisfaction of the complainant. As of January 17, 2024, 7 percent (15) cases are still open.



\*Graph only reflects resolved cases and does not include open cases. Data includes complaints from all entities.

# How to contact us

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## QUESTIONS?

If you have any questions on the content of this report, please contact HSBC Customer Experience:

**PO Box 9950  
Station Terminal  
Vancouver, BC V6B 4G3**

Toll-free:  
**1-888-989-HSBC (4722)**

Email:  
**escalated.complaints.canada@hsbc.ca**

### Toll-free

Personal Banking: 1-888-310-HSBC (4722)  
Private Client Services (PCS): 1-888-388-HSBC (4722)  
HSBC Premier: 1-866-233-3838  
HSBC Small Business: 1-877-955-HSBC (4722)  
Business and Corporate Banking: Contact your Relationship Manager

### Outside Canada and the US

(long-distance charges apply where collect calls not available)

Personal Banking: 1-604-525-HSBC (4722)  
Private Client Services (PCS): 1-647-255-0505  
HSBC Premier: 1-604-216-8800  
HSBC Small Business: 1-647-251-HSBC (4722)  
Business and Corporate Banking: Contact your Relationship Manager

### Chat or Email:

- Email us at [info@hsbc.ca](mailto:info@hsbc.ca) or visit [hsbc.ca/complaints](https://hsbc.ca/complaints); or
- Log on to Online Banking and chat with us

### In person

Visit an HSBC branch. You can find one at [hsbc.ca/findabbranch](https://hsbc.ca/findabbranch)

### Escalating your complaint

PO Box 9950, Station Terminal  
Vancouver, BC V6B 4G3

Toll-free: 1-888-989-HSBC (4722)  
Email: [escalated.complaints.canada@hsbc.ca](mailto:escalated.complaints.canada@hsbc.ca)

### HSBC Client Complaints Office

PO Box 9950, Station Terminal  
Vancouver, BC V6B 4G3

Toll-free: 1-800-343-1180  
Email: [client.complaints.office@hsbc.ca](mailto:client.complaints.office@hsbc.ca)

## Complaints with an HSBC Bank Canada subsidiary

If you have a complaint about any of the following subsidiaries of HSBC Bank Canada, please reach out to them using the contact information below:

### HSBC Investment Funds (Canada) Inc.

Toll-free: 1-800-830-8888  
Email: [hsbcinvestmentfundscomplaints@hsbc.ca](mailto:hsbcinvestmentfundscomplaints@hsbc.ca)

### HSBC InvestDirect, a division of HSBC Securities (Canada) Inc.

Toll-free: 1-800-760-1180  
Email: [investdirect@hsbc.ca](mailto:investdirect@hsbc.ca)

### HSBC Finance Mortgages Inc.

Toll-free: 1-888-318-0271  
Email: [contact.hsbc.financial@hsbc.ca](mailto:contact.hsbc.financial@hsbc.ca)

### HSBC Global Asset Management (Canada) Limited

Email: [ca.amca.complaints@hsbc.ca](mailto:ca.amca.complaints@hsbc.ca)

### HSBC Private Investment Counsel (Canada) Inc.

Toll-free: 1-844-756-7783  
Email: [ca.hpvc.complaints@hsbc.ca](mailto:ca.hpvc.complaints@hsbc.ca)