

We're here to listen

Resolving customer complaints

At HSBC Global Asset Management (Canada) Limited, we work hard to provide a good customer experience and welcome any feedback and suggestions. If you've had a poor experience, we want to hear about it.

Please follow the processes below to direct your complaint to the right teams.

Step 1 Start with your Relationship Manager

You may start by discussing your concerns with your Relationship Manager.

Alternatively, you can:

- Email ca.amca.complaints@hsbc.ca
- Mail a letter to our head office at:
HSBC Global Asset Management
3rd Floor, 885 West Georgia Street
Vancouver, BC V6C 3E8
Attention: Complaint Handling

What happens next?

We will make every effort to acknowledge receipt of your complaint within 5 business days.

The nature of your complaint will determine who will be managing the complaint. For example, the Client Complaints Office and Compliance Department will handle any alleged misconduct, and HSBC Global Asset Management will handle any customer service issues.

Please note that while we review your complaint internally, the time limit set out by law (called the "limitation period") by which you can bring a lawsuit against us will continue to run. At any time, you can seek advice from your legal advisors on your complaint, including on the limitation period that applies in your province or territory.

Step 2 Escalate to HSBC Client Complaints Office

If you're not satisfied with how your complaint was handled in Step 1, you can further escalate your complaint to the HSBC Client Complaints Office.

Toll-free: 1-800-343-1180

Email: client.complaints.office@hsbc.ca

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

This office will only investigate once you've tried to resolve your concerns through the previous step. The Client Complaints Office will review your complaint and provide HSBC's final decision and an explanation about how and why this decision was reached.

This office is employed by HSBC and is not an independent dispute resolution service.

For privacy complaints only

If your complaint is related to privacy issues, we will direct your concerns to our Chief Privacy Officer:

HSBC Chief Privacy Officer

Email: privacy_officer@hsbc.ca

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



Resolving Customer Complaints - continued

Contacting a regulatory body

You also have the option to contact one or more of the external organizations listed below at any time to help resolve your complaint.

Office of the Privacy Commissioner of Canada

This office investigates privacy complaints concerning the *Personal Information Protection and Electronic Documents Act*. If you don't feel an appropriate action was taken by HSBC to resolve your privacy matter, you may contact the Privacy Commissioner of Canada:

Toll-free: 1-800-282-1376

Mail: 30 Victoria Street

Gatineau, Quebec K1A 1H3

Website: www.priv.gc.ca

For Quebec residents

If you are a resident of Quebec and you are not satisfied with the outcome or the examination of your complaint, you can request us to transfer your complaint file to the Autorité des marchés financiers.

Autorité des marchés financiers

Toll-free: 1-877-525-0337

Fax: 418-525-9512

Email: information@lautorite.qc.ca

Mail: Place de la Cité, tour Cominar
2640, boulevard Laurier, bureau 400
Quebec (Quebec) G1V 5C1