

The 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 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

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

We're here to help

**Resolving customer
complaints**

**Issued by HSBC Private Investment
Counsel (Canada) Inc.**

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At HSBC Private Investment Counsel, we're committed to providing you with the best customer experience. If we didn't meet your expectations, please let us know as soon as possible and we'll help make things right.

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

Step 1 Start with your Investment Counsellor or Wealth Planner

Please start by discussing with your Investment Counsellor or Wealth Planner. Alternatively, you can mail a written letter to our head office at:

HSBC Private Investment Counsel (Canada) Inc.
70 York St., Suite 300 Toronto, ON, M5J 1S9

Step 2 Contact our Escalated Complaints team

If you're not satisfied with how your complaint was handled in Step 1, you can contact our Escalated Complaints team, or ask your Investment Counsellor/Wealth Planner to escalate on your behalf.

Note: Depending on the nature of your complaint, we may refer you to another team for escalation. You also have the right to refer your complaint to the OBSI or any external regulatory body at any time. Refer to the sections below for more details.

HSBC Escalated Complaints team

Toll-free: 1-888-989-HSBC (4722)
Email: escalated.complaints.canada@hsbc.ca
Mail: PO Box 9950, Station Terminal,
Vancouver, BC V6B 4G3

Step 3 Escalate to the HSBC Commissioner of Complaints

If you're not satisfied with the resolution after following Steps 1 and 2, you can further escalate your complaint to the HSBC Commissioner of Complaints.

This office has 30 business days to respond to your concerns. The time limit for starting legal action will continue while this office reviews your complaint.

HSBC Commissioner of Complaints

Toll-free: 1-800-343-1180
Email: commissioner_complaints@hsbc.ca
Mail: PO Box 9950, Station Terminal,
Vancouver, BC, V6B 4G3

This office works independently from HSBC Private Investment Counsel; however, it is employed by HSBC and is not an independent dispute resolution service, unlike the Ombudsman for Banking Services and Investments (OBSI).

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

Resolution through an external complaint body

Ombudsman for Banking Services and Investments

You have the right to refer your complaint to the OBSI in these two situations:

1. Within 180 calendar days of receiving a closing response from HSBC Private Investment Counsel; or,
2. If we've taken longer than 90 days to respond from the date we received your complaint.

Toll-Free Phone: 1-888-451-4519

Toll-Free Fax: 1-888-422-2865

Email: ombudsman@obsi.ca

Mail: 20 Queen Street West, Suite 2400,
PO Box 8, Toronto, ON M5H 3R3

Website: www.obsi.ca

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.

Autorité des marchés financiers

If you are a resident of Quebec, you may raise concerns with the Autorité des marchés financiers:

Toll-free: 1-877-525-0337

Fax: 418-525-9512

Email: information@lautorite.qc.ca

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