

Resolving Your Complaints

How did we do in 2022?



Our Role

In Resolving Your Complaints



At HSBC, we're committed to providing you with the best customer experience we can. We encourage you to let us know as soon as possible whenever our products or services don't meet your expectations so we can promptly address your concerns.

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 update you on the status of your complaint. Following an investigation, we will respond to your complaint with the details of our investigation, our decision, and an explanation on how we reached this decision.

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.

HSBC has established a Client Complaints office to help with unresolved matters. 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 they reached this decision.

The Year in Review

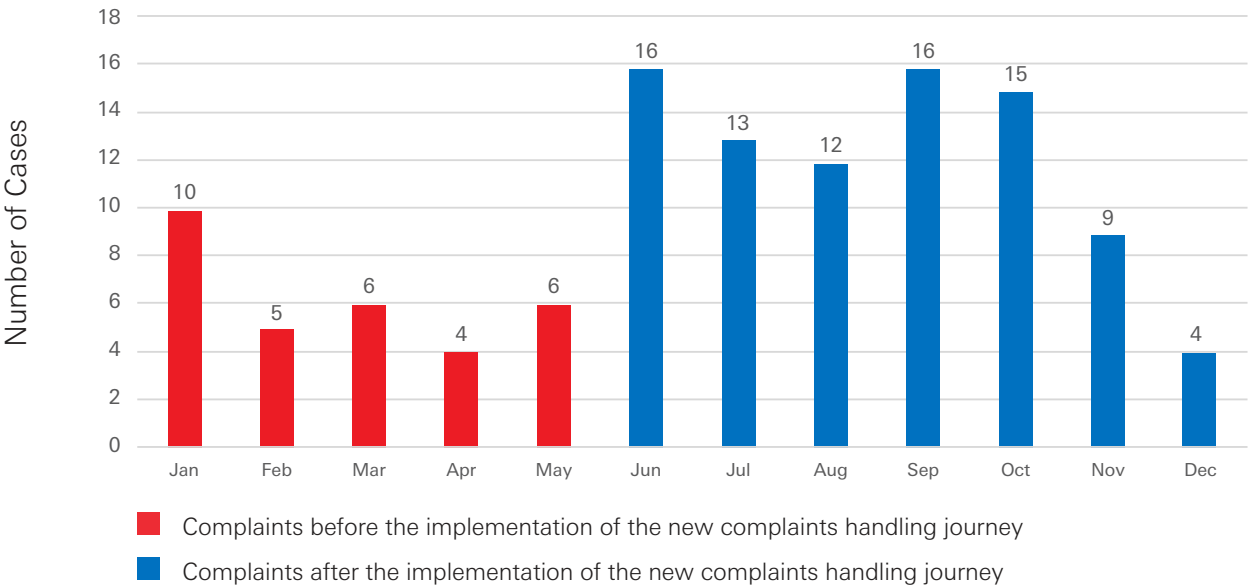
On June 13, 2022, HSBC Bank Canada implemented a new complaints handling journey to comply with the new Financial Consumer Agency of Canada’s (FCAC) Financial Consumer Framework (Bill C-86) taking effect on June 30. As part of the new journey, the previous level two complaints team (Escalated Complaints) merged with our level 3 (Commissioner of Complaints), and became the Client Complaints Office.

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 31, 2023



Number of cases reviewed by the Client Complaints Office



In 2022, the HSBC Client Complaints Office¹ Office investigated 116 cases. We saw a sharp increase in June following the implementation of the new complaints handling journey on June 13 for the whole organization. Out of the 116 cases, 92 were related to HSBC Bank Canada and 24 were related to subsidiaries of HSBC

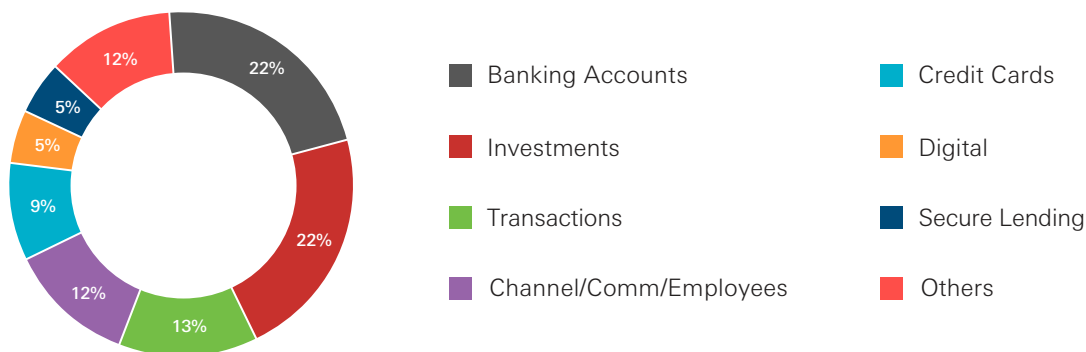
Bank Canada. Of these 116 cases, 67 were resolved to the satisfaction of the complainants and 14 were closed not to the satisfaction of the complainant. The remaining 35 cases are still open.

¹ 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 Client Complaints Office handled complaints about the following topics

Client Complaints Team



In 2022, the most common complaint topics handled by the Client Complaints Office were about banking accounts, investments, and transactions.

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

Investment complaints refer to account opening, asset transfer in and out, fees and charges, and account closing.

Transaction complaints include wire transfers (in and out), INTERAC e-Transfers®, bank account transaction disputes and exchange rates.

Channel, communications and employee complaints are about customer servicing issues such as the IVR system, wait time, appointment booking at our branches, the need to visit a branch and our security process. It also includes how we handle calls more specifically how our employees interact with clients, their knowledge, how they handle complaints, or any allegations of fraud and theft.

Credit card complaints include topics such as fees and charges, lost cards, activation, transaction disputes, fraud, and card features (rewards).

Complaints about our digital platforms include the registration and log

on process, our security devices, our mobile applications and website (features and ease of use).

Secured lending refers to mortgage complaints and Home Equity Line of Credit opening process, fees and charges, lending criteria, drawdown, and repayment.

The "Others" category includes:

Debit card and ATM complaints – these types of complaints are linked to debit card features, card delivery, and ATM features and operation.

Lending complaints are about the application process, product features, fees and charges, as well as overdraft and term loans.

Collection complaints refer to all activities linked to collections.

We also have complaints about Insurance, including new policies and cancellations, underwriting, and claims.

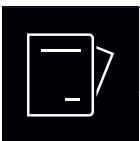
The Customer Information category includes complaints about KYC, data access, estate accounts, change of address or name, and alleged scams.



Client Complaints Office handling time

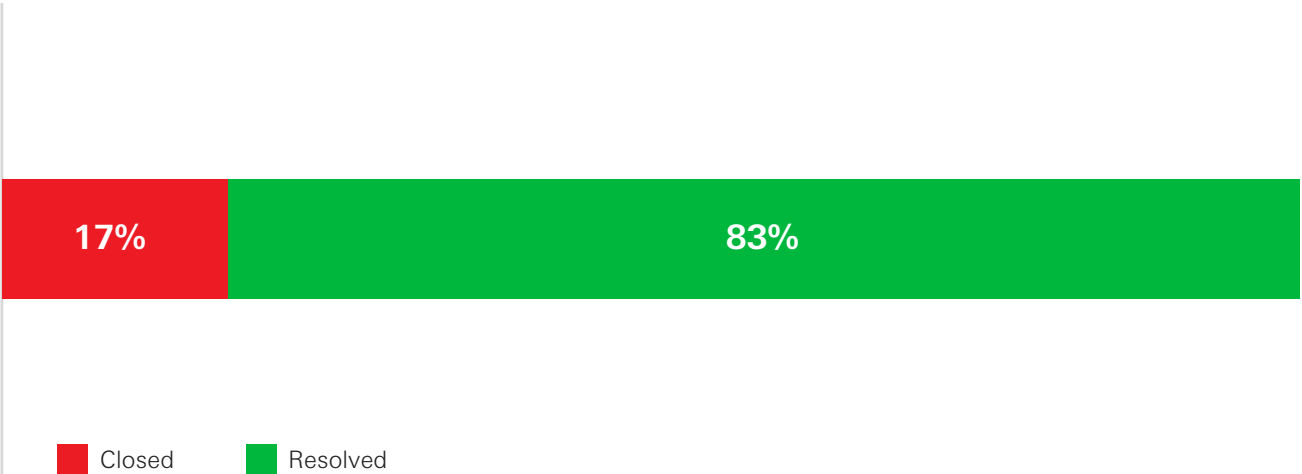
To comply with the newly introduced Bill C-86 regulation, we adjusted our timelines for complaints handling. Complaints not resolved at 14 days are automatically escalated to our designated employees within our branches and other teams within HSBC. We aim to resolve or close the complaint within 56 days from the received date.

On average, for complaints that reached the Client Complaints Office, it took 86 days to close a complaint from the date HSBC first received it.



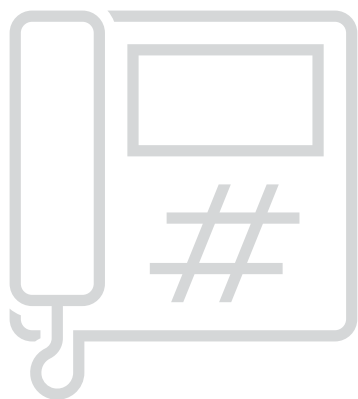
Outcome of the Client Complaints Office’s complaints resolution*

Eighty-three percent of the complaints (67) investigated by the Client Complaints Office were resolved to the satisfaction of the complainants. On the other hand, 17 percent of the complaints (14) were closed not to the satisfaction of the complainant. As of January 31, 35 cases are still open.



*Graph only reflects resolved cases and does not include open cases.

How to contact us



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 line

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

Email or online:

- Email us at info@hsbc.ca or visit 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

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

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

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

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

Toll-free: 1-800-760-1180
Email: investdirect@hsbc.ca

HSBC Finance Mortgages Inc.

Toll-free: 1-888-318-0271
Email: contact.hsbc.financial@hsbc.ca

HSBC Global Asset Management (Canada) Limited

Email: ca.amca.complaints@hsbc.ca

HSBC Private Investment Counsel (Canada) Inc.

Toll-free: 1-844-756-7783
Email: ca.hpvc.complaints@hsbc.ca