

Customer complaints may be lodged with our 24/7 call center on the numbers given below:

Premier Banking : **0800 85200**
Advance Banking : **0800 00852**
Credit Card/ Personal Loan & General Banking : **0800 85202**
Business Telephone Banking : **0800 85201**
Internet Banking : **111 4722 11**

OR

Visit Our Branches

OR

E-mail us at complaintspk@hsbc.com.pk

OR

Fax us at 0092-21-35615222

OR

Visit us at www.hsbc.com.pk

OR

Mail us at the following address:

Customer Experience Department
HSBC Bank Middle East Limited, Pakistan
9th Floor, Bahria Complex III
M.T. Khan Road, Karachi, Pakistan

Resolution Procedure:

- Customers complaint will be acknowledged by our call center/ front-line staff and a unique reference number for your complaint will be provided to the customer.
- In case of a routine complaint a reply is sent to the customer with in 3 to 7 working days.
- Customer will receive a holding response in case complaint requires more time for investigation.
- Customers are contacted for the resolution of their complaint via phone/ mail/ e-mail/ fax (as per the preference provided by them).
- An independent person will investigate all complaints thoroughly, consistently, fairly and promptly.

HSBC 
The world's local bank