

# Notice to Customers

A number of HSBC Visa cardholders have been impacted on 14JUL17 by a re-posting of transactions posted originally on 14FEB17. This error was caused by a duplicate file submitted by the acquirer which is outside of HSBC's remit. It is expected that these transactions will be reversed shortly. Any additional charges that may have been incurred on the card due to these transactions (e.g over-limit fees) will also be reversed.

We apologize for the inconveniences caused and are working with relevant parties to have this matter resolved

For any further information / clarification, please call us on **800 1234** or email us at **[hsbcmauritius@hsbc.co.mu](mailto:hsbcmauritius@hsbc.co.mu)**

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