

Customer Enquiries, Feedback and Complaints

At HSBC, we want to ensure you get the best of our services. We want to hear from you. You can share your feedback, suggestions, compliments and complaints as follows:

- ◆ Call us on 800-1234 from 8.45 a.m. to 10.00 p.m. every day.
- ◆ Email us on hsbcmauritius@hsbc.co.mu for enquiries and feedback or on complaints@hsbc.co.mu for complaints only
- ◆ Submit your queries and feedback using the form available on our website or through secured email on your Internet Banking.
- ◆ Speak to us in any branch.

Effective 1 March 2019 , for any complaints in writing reported to your bank:

- ◆ not resolved to your satisfaction, or
- ◆ for which no reply has been obtained within 3 months from the date the complaint has been made;

You may report in writing to:

Office of the Ombudsperson for Financial Services

8th Floor, SICOM Tower

Wall Street, Ebene CyberCity

Telephone number: 468-6475

Fax number: 468-6473

Email: ombudspersonfs@myt.mu

For more details refer to our website, www.hsbc.co.mu/help/feedback

