

## WE WANT YOUR FEEDBACK

We always want you to tell us how we are doing at serving you, and how we can do better.



### SHARING YOUR FEEDBACK

At HSBC, 'Customer Delight' is our first priority and we are committed to providing you the Best-in-class Banking Experience. If you are happy with our services or not entirely satisfied, we would love to hear from you. More importantly, we want you to tell us where we can do more to serve your needs better.

Anytime you want to share your feedback, please feel free to use any of the following channels to ensure your comments reach the right desk and are dealt with promptly.



#### Visit a branch

Fill-up the Feedback Form & drop it in our "Feedback Box"



#### Give us a call

16240 (Bangladesh)  
or +88096127 16240  
(Overseas) - 24/7



#### Write to us

Send your email to:  
customerfeedback@  
hsbc.com.bd



#### Go online

Complete the  
Feedback Form in  
our website.

### Please remember to

- ◆ Include your name, mail/email address and your preferred contact number
- ◆ Provide as much information about your feedback as possible to ensure a quicker resolution.

### PARTICIPATING IN OUR ONLINE SURVEY

As your banking partner, your voice is very important to us. To serve you better at our branches, we invite you to participate in our online survey. Any time you step into any of our branches for a service, you will receive an invitation to participate in a simple online survey. This will not take more than a few minutes, and we would get your feedback instantly!

### ESCALATING YOUR FEEDBACK

In case you are dissatisfied with the resolution provided, you may also escalate it directly to Financial Integrity & Customer Services Department (FICSD), Bangladesh Bank

Call : 16236

Fax : 0088-02-9530273

Email : bb.cipc@bb.org.bd

To learn more about the escalation process, visit:

[https://www.bb.org.bd/complainbox/cipc\\_procedure.php](https://www.bb.org.bd/complainbox/cipc_procedure.php)