

Important information on HSBC payment recovery procedure

- HSBC works with 10 External Debt Collection Institutions, these Firms have been recruited based via a series of requirements and "industry know-how", in line with our global operating model
- HSBC maintains a High standard of Service and thrives to be the Industry Leader, Therefore in order to maintain such standards these External Firms have been Issued with a strict "**Code of Conduct**" and are monitored frequently for the service provided through series of assessments, Furthermore the Bank also Conducts numerous trainings on the ethics of collections to assure that the Agents are within the set benchmarks of the bank.
- All Agent who work for authorized firms will be able to provide you with the following services
 - 1) Settlement plans on your Due Accounts
 - 2) Act as an intermediary during settlements
 - 3) To Collect Payments on behalf of the Bank, from any location at your convenience
 - 4) Advise you on how best to manage your overdue accounts, while communicating in all 3 languages.

Attach below the names & the contact details of our external debt collection institutions for your reference.

- Furthermore some additional things to remember in order to make your experience better
 - 1) Verify that the Agent is Representing HSBC
 - 2) To always obtain an acknowledgement on all payments unless it is done via a different channel (e.g.: Cargill's, HSBC branch etc.)
 - 3) All our Agents carry a copy of the Letter of authority, you may request for the same at your discretion
 - 4) If the Agent doesn't meet up to your level of satisfaction please do contact the bank on 5388100 and report same. We would get back to you at our earliest
- You may refer the Credit Card Holder Agreement for more information,