

Important Updates On Your Credit Card



HSBC

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Listening to you

We are here to serve

Thank you for banking with HSBC.

At HSBC we are committed to providing you with world-class service and effectively delivering the products and services you need.

If for any reason, you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We will use this information to put matters right and take steps to prevent a recurrence.

You are important to us and your feedback allows us to improve our service levels.

Raising your concerns

We have Customer Service staff at our branches and a Telephone Contact Centre, to handle your concerns. They will make every effort to resolve issues efficiently to your satisfaction.

However, in the event you are not entirely satisfied in the manner in which you have been served, or if our products do not meet your expectations, you may provide your feedback in the following manner:

- Submit your feedback online.
- Mail your concerns to

The Manager - Customer Experience and Relations
Retail Banking and Wealth Management
HSBC Centre
525 Union Place
Colombo 2.
Or

- E-mail us on

Premier - premiercustomersolutions@hsbc.com.lk

Advance - advancecustomersolutions@hsbc.com.lk

General - customersolutions@hsbc.com.lk

You may also write to us through the secure message facility on Personal Internet Banking to ensure confidentiality and security. Click on the “Contact Centre - Send Message” function in the left hand menu.

- **Call on**

The dedicated Customer Solutions Hotline on: +94 114 511 566

- **Visit our branch**

You may visit any of our HSBC branches and speak to the Manager-in-Charge or provide us your feedback on our “Listening to your comments” forms available.

You may also directly speak to your Relationship Manager or any of our branch staff who would be happy to assist you.

Service Level Commitment

If we are unable to resolve the matter immediately, we will provide you with a solution within three working days of receiving your feedback.

However, some issues may be more complex and could take a little longer to resolve. In this case, we will provide you with an estimated response time.

The Office of the Financial Ombudsman - Sri Lanka

While we prefer to always resolve any concerns raised with us to your complete satisfaction, you can also write to the Office of the Financial Ombudsman and request redress.

The Office of the Financial Services Ombudsman is an independent, impartial and free service established as part of the Financial Sector Reform package initiated in April 2012.

Contact details of the Financial Ombudsman are:

The Office of the Financial Ombudsman Sri Lanka

143A, Vajira Road

Colombo 5

Tel: +94 112 595 624

Fax: +94 112 595 625

[E-mail: fosril@sltnet.lk](mailto:fosril@sltnet.lk)

Web: www.financialombudsman.lk

MINIMUM PAYMENT AMOUNTS

Gold starting with 4910 13: Minimum payment would be 4% of the total outstanding or Rs.250.00 whichever is greater.

All other cards: Minimum payment would be 4% of the total outstanding or Rs.500.00 whichever is greater.

OVERLIMIT FEE

An Over Limit Fee of Rs.900.00 will be charged, if the assigned credit limit is exceeded at any point in the Billing period. In computing whether the Credit Limit has been exceeded for the above purpose, the amount of the Bank's charges will also be considered.

LATE PAYMENT FEE

If the Cardholder fails to pay the Minimum Amount Due by the Payment Due Date, a Late Payment Fee of Rs.1,200.00 will be charged.

CASH ADVANCE CHARGES

Cash Advance Fee will be charged as Rs.550.00 or 5%, whichever is greater for each withdrawal.

Example 1

Cash amount	= Rs.50,000.00
Cash Advance Fee 5%	= Rs.50,000.00 x 5%
	= Rs.2,500.00
Cash Advance Fee charge	= Rs.2,500.00

Example 2

Cash amount	= Rs.5,000.00
Cash Advance Fee 5%	= Rs.5,000.00 x 5%
	= Rs.250.00
Cash Advance fee charge	= Rs.550.00

Note: Cash Advance Fee will be charged as Rs.550.00 or 5%, whichever is greater for each withdrawal.

STAMP DUTY

With effect from 01 January 2016, Stamp Duty will be charged only for your Credit Card transactions performed at merchants based outside Sri Lanka (including on-line). The new Stamp Duty is charged at Rs25.00 for every Rs.1,000.00 or part for all such transactions.

Examples on Interest Calculation

Scenario 1

Statement Period 01/09/2020 - 30/09/2020 (Interest rate 18.00% for a Gold Credit Card)

Transactions for the above statement period

Opening Balance Rs. 150,000.00

Date Transaction value

10 September 2020 Rs. 10,000.00

20 September 2020 Rs. 25,000.00

Closing Balance Rs. 185,000.00

Due Date - 22/10/2020

Statement Period 01/10/2020 - 31/10/2020 (Interest rate 18.00% for a Gold Card)

Date Payment Value

10 October 2020 Rs. 20,000.00

22 October 2020 Rs. 15,000.00

Interest Calculation for transactions:

$$\text{a) } \text{Rs. } 10,000 \times 1.50\% \times 12/366 \times 22 \text{ days (10 September 2020 - 01 October 2020)} \\ = \text{Rs. } 108.20$$

$$\text{b) } \text{Rs. } 25,000 \times 1.50\% \times 12/366 \times 12 \text{ days (20 September 2020 - 01 October 2020)} \\ = \text{Rs. } 147.54$$

Interest Component 1 = (a+b) Rs.255.74

Interest Calculation for the statement outstanding balance;

$$\text{c) } \text{Rs. } 185,000 \times 1.50\% \times 12/366 \times 8 \text{ days (2 October - 9 October)} = \text{Rs. } 727.87$$

Interest Component 2 = Rs. 727.87

Interest Calculation for the period after the payments were made up to the next statement date;

d) Rs. 165,000 (Rs. 185,000 - Rs. 20,000) X 1.50% X 12/366 X 12 days (10 October - 21 October) =Rs. 973.77

e) Rs. 150,000 X1.50% X 12/366 X 11 days (22 October - 01 November) = Rs. 811.48

Interest Component 3 = (d+e) Rs. 1,785.25

Total interest = Interest component 1 + Interest component 2 + Interest component 3
= **Rs.255.74 + Rs.727.87 + Rs.1785.25 = Rs. 2,768.86**

Scenario 2:

Calculation of interest applicable for cash advances, when the Minimum payment is made

Customer pays the Minimum Payment Due (Rs7,416.00- 4% from the outstanding balance as at 01 October) on the due date (22 October) as stated above. Also consider that the 10 September 2020 transaction as a cash advance of Rs. 10,550.00. (Total amount Rs 10,000 X 5% or Rs. 550 - whichever is higher is charged as cash advance fees therefore Cash advance+ fee = Rs 10,550.00)

Interest calculation for the transactions:

a) Rs. 10,550 X 1.5% X 12/366 X 23 days (10 September - 01 October) = Rs. 119.34

b) Rs. 25,000 X 1.5% X 12/366 X 13 days (20 September - 01 October) = Rs. 159.84

Interest component 1 = (a+b) Rs. 279.18

Interest calculation for the statement outstanding balance:

c) Rs. 10,550X 1.5% X 12/366 X 20 days (02 September - 21 October) = Rs.103.77

d) Rs. 175,000 X1.5% X 12/366 X 20 days (02 October - 21 October) =Rs.1,721.31

(Purchase + Opening balance as at 1 October)

Interest Component 2 =(c+d) Rs. 1,825.08

Interest calculation for the period after the first payment on 22 October up to the next statement date:

e) $\text{Rs.}3,134.00$ ($\text{Rs.}10,550.00 - \text{Rs.}7,416.00$) $1.5\% \times 12/366 \times 11$ days (22 October - 01 November) = $\text{Rs.}16.95$ (Cash advance)

f) $\text{Rs.}175,000.00 \times 1.5\% \times 12/366 \times 11$ days (22 October - 01 November) = $\text{Rs.}946.72$ (Purchases + Opening Balance as at 02 November)

Interest Component 3 = (e + f) Rs. 963.67

Total interest = Interest 1 + Interest 2 + Interest 3

$\text{Rs.}279.18 + \text{Rs.}1,825.08 + \text{Rs.}963.67 = \text{Rs.}3,067.93$

Scenario 3:

Calculation of interest when the payment is made after the due date

Customer pays $\text{Rs.}10,000.00$ of the outstanding balance on 24 October (payment due date as per the example is 22 October).

Note: If the Minimum Payment is not paid on or before the due date, the Credit Card Account will be levied with a Late Payment Fee of $\text{Rs.}1,200.00$ along with interest.

Interest calculation for the transactions:

a) $\text{Rs.}10,550.00 \times 1.50\% \times 12/366 \times 23$ days (10 September - 01 October) = $\text{Rs.}119.33$ (Cash advance)

b) $\text{Rs.}25,000.00 \times 1.50\% \times 12/366 \times 13$ days (20 September – 01October) = $\text{Rs.}159.83$

Interest Component 1= (a + b) Rs.279.16

Interest calculation for the statement outstanding balance:

c) $\text{Rs.}10,400.00 \times 1.50\% \times 12/366 \times 22$ days (02 September - 23 October) = $\text{Rs.}112.52$ (Cash advance)

d) $\text{Rs.}175,000.00 \times 1.50\% \times 12/366 \times 22$ days (02 September – 23 October) = $\text{Rs.}1,893.44$ (Purchases + Opening balance as at 01 October)

Interest Component 2 = (c + d) Rs.2,005.96

Interest calculation for the period after the first payment on 24 September up to the next statement date:

e) $\text{Rs.}550 (\text{Rs.}10,550.00 - \text{Rs.}10,000.00) \times 1.50\% \times 12/366 \times 9 \text{ days (24 September - 01 October)} = \text{Rs.} 2.43 \text{ (Cash advance)}$

f) $\text{Rs.}175,000.00 \times 1.50\% \times 12/366 \times 9 \text{ days (24 September - 01 October)} = \text{Rs}774.59$
(Purchases + Opening balance as at 01 September)

Interest Component 3 = (e + f) Rs777.02

Total interest = Interest 1 + Interest 2 + Interest 3 + Late Payment Fee Rs.1,200.00

= Rs.279.16+ Rs.2,005.96+ Rs.777.02 Rs. 1.200 (Late Payment Fee) = Rs4,262.14

CREDIT CARD PAYMENT CUTOFF TIMES

BRANCH PAYMENTS	CUTOFF TIME	UPDATE TIME
Cheque Deposit*	2.00 p.m. (working day)	Upon Realisation
Cash	3.00 p.m. (working day)	Immediate **

EASYPAY / EB Centre	Cheque*	Cash	Update Time
Galle Branch	3.00 p.m.	3.00 p.m.	7.30 a.m. (next working day)
<u>Kandy Branch</u>	3.00 p.m.	3.00 p.m.	7.30 a.m. (next working day)
Jaffna Branch	3.00 p.m.	3.00 p.m.	7.30 a.m. (next working day)
All other Branches	2.00 p.m.	3.00 p.m.	7.30 a.m. (next working day)
EasyPay/ ATM's which are not located at a branch	Before 12 Midnight	12 Midnight	7.30 AM Second Bank working day
Nawam Mawatha & ESQ	2.00 p.m.	3.00 p.m.	7.30 a.m. (next working day)
Kohuwala	2.30 p.m.	2.30 p.m.	7.30 a.m. (next working day)

***Cheque payments will be credited to your card account upon realisation of funds.**

AUTOMATED CHANNELS	CUTOFF TIME	UPDATING TIME
Internet Banking / Phonebanking ATM Transfers	Immediate**	Immediate**
CEFTS payments to HSBC Credit Cards	Immediate **	Immediate **

Other Methods	CUTOFF TIME	UPDATING TIME
National Savings Bank	3.00 p.m.	7.30 a.m. (next working day)
Cargills/ Keells/ (excluding Super K outlets)/ Abans / Singer Mega Showrooms Arpico Super Centres	4.00 p.m.	7.30 a.m. (next working day)

Cash payments made through EasyPay Machines to Credit Cards during weekends and bank holidays would be credited the following working day with funds being available the next day by 7.30 a.m.

CREDIT CARD STATEMENT LAYOUT

- 1. Name and Statement Period:** This indicates the name and time period of your Credit Card statement.
- 2. Post Date:** This is the date transactions are billed to your card account.
- 3. Transaction Date:** This is the actual transaction date made with your Credit Card.
- 4. Description:** All transactions made with your Credit Card are listed here.
- 5. Amount:** This lists the transaction amounts for each purchase, Cash Advance, Balance Transfer, monthly installments, payments received and other chargers.
- 6. Credit Card Number:** This is your Credit Card Number. Please indicate this number when making payments and in any correspondence to us.
- 7. Total Due:** This is the total outstanding balance for the statement period.
- 8. Instalment Plan:** This lists the current instalment plan amounts under your Credit Card and balance outstanding on each plan.
- 9. Rewards Summary:** This indicates your Rewards Points earned and redeemed as of the last statement date. Message from the Bank relates to Rewards Points.
- 10. Account Summary:** This indicates your Total Account Balance which includes Previous Statement Balance, Payments & Credits, Purchases and Debits as at the statement date and Outstanding Instalment Amounts.
- 11. Payment Due Date:** Full or minimum payment (4%) due for the statement period should be made on or before this date.
- 12. Current Due:** 4% of your current total due.
- 13. Over-limit Due Amount:** This shows the amount utilised above your approved Credit limit (if any).
- 14. Past Due Amount:** This indicates the card payment that has not been made as of its due date (if any).
- 15. Minimum Payment:** This includes the total of your Current due amount and the Over-limit due/Past due amount (if any).
- 16. Credit Limit and Interest Rates:** This lists your current credit/cash limit, available credit limit and current interest rates applicable on your Credit Card.
- 17. Updates on our Current Marketing Promotions:**
Message from the Bank which indicates current marketing promotions.
- 18. Updates on your Credit Card account:**
Message from the Bank relates to your Credit Card Payment slip which can be used when making payments to your Credit Card.
- 19. Payment Slip:** Which can be used when making payments to your Credit Card.

HSBC Credit Card

The Hongkong and Shanghai Banking Corporation Limited
11850 Caledonia Place, Grand Cayman, KY-11101

Rrst NUM Last Nano°

Statement From >000CXXXXto>00007000C

POET TRAM



(5)

DATE	DATE	DESMIPTION	AMOUNT (LIP)
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Rrst Name Last Name	1234-XXXX4000(-5647		I6)
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CONTACT US

Customer Service +94 11 4 4722 00

REWARDS SUMMARY°

Previous Earned Points
Points Earned
Point Redeemed

Total Points Balance

ACCOUNT SUMMARY (10)

Previous Statement Balance
Payment &Credits
Purchases & Debits
Outstanding Instalments

Total Account Balance

PAYMENT SUMMARY

Payment Due Date (C)
Current Due 12
Overlimit Cue mount
Past Due Amoun

IS

TOTAL DUE (R)

OUR INSTAUMENT PLAN (R)

DATE	EXPIRY	AMOUNT (LXFO)	BALANCE (LIP)
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Updates on vow credit card account®

CREDIT INITAND INTEREST RATES (16)

Credit Limit
Cash Limit
Available Credit
Annual Interest Rate
Purchase
Cash Advance

Updates on ow Current rmarketing promotions. (07)

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HSBC

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The Hongkong and Shanghai Banking Corporation Limited
HSBC Card Centre P.O. Box 73, Colombo,
Sri Lanka

HSBC Credit Card 1224-XXXX-XXXX-E647

Total Due Minimum Payment Payment Due Date Amount Paid

a INXF oorvorbro, seta mix. vas palm mt gi nem torahs Cr cesr tternil
tomato itlimirgpagx

First Name Last Name
Suite Number, Building Number
Street Number, Street Name
Cite, State, Country Postal Code

Should you require a translated copy of this document in Sinhala or Tamil languages, please click <https://www.hsbc.lk/credit-cards/useful-links/> or request if from any one of our branches.

මෙම ලේඛනයේ ඉංග්‍රීසි හෝ දැමිල භාෂා පරිවර්තනයේ පිටපත් ඔබට අවශ්‍ය නම්, කරුණාකර අපගේ වෙබ් අඩවිය වන <https://www.hsbc.lk/credit-cards/useful-links> වෙත පිවිසෙන්න, නැතිනම් අපගේ ඕනෑම ශාඛාවකින් ඉල්ලා සිටින්න.

இந்த ஆவணத்தின் ஆங்கில, சிங்கள பிரதிகள் தேவைப்படின், தயவுசெய்து <https://www.hsbc.lk/credit-cards/useful-links> என்ற எமது இணையத்தளத்தில் பிரவேசியுங்கள் அல்லது எமது கிளையொன்றில் கேட்டுப் பெறுங்கள்.

