

Complaints and disputes

If at any time you are not satisfied with the service you have received through HSBC Private Bank (Suisse) SA and wish to make a complaint, you should contact your Relationship Manager or write, providing full details to:

pbrs.complaints.notification@hsbcpb.com

or

HSBC Private Banking

Chief Control Officer

9-17 Quai des Bergues 9-17

1211 Geneva 1

Switzerland

For further details about how we handle complaints, please find details of the complaints handling process [here](#) or you can ask for a copy of our complaints handling procedure at any time.

If you are still not satisfied with any of our responses to your complaint, or if three months have passed after you have first raised the matter with us without a final response, you can raise your complaint to the Swiss Banking Ombudsman.

You can contact the Swiss Banking Ombudsman at:

Swiss Banking Ombudsman

Bahnhofplatz 9

P.O. Box

CH-8021 Zurich

Tel: +41 43 266 14 14 (German / English)

Tel: +41 21 311 29 83 (French / Italian)

Website: www.bankingombudsman.ch

All disputes arising out of or in connection with any contractual or non-contractual obligations from or connected with the service you have received through HSBC Private Bank (Suisse) SA, these terms of use will be governed by and shall be construed in accordance with the laws of Switzerland.