# Important Updates On Your Credit Card 



## HSBC

Customer Satisfaction and Feedback ..... 03-05
Consumer Guide on Fee Calculation ..... 06 -11
Credit Card Payment Cut-off Times ..... 12
Credit Card Statement Layout ..... 13 ..... $-15$

## CUSTOMIDR SATISFACTION AND FEDEDBACK

## Listening to you <br> 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 - premiercustomerssolutions@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: +94114511566

## - 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 112595624
Fax: +94 112595625
E-mail: fosril@sltnet.1k
Web: www.financialombudsman.lk

## MINIMUM PAYMENT AMOUNTS

- $100 \%$ of the monthly instalment amount for each of your cash instalment plans and spend instalment plans, if any; plus
- $100 \%$ of any interest, late fees, and over limit fees charged to your account; plus
- $1 / 12$ th of Credit card annual fees; plus
$1 \%$ of your remaining outstanding balance (i.e. your total outstanding balance less the amounts set out under the previous two bullet points); plus
- The excess amount above your credit limit, if your account is over limit, or Rs.500/-, whichever is greater. However, if your total outstanding balance is less than Rs.500/-, your minimum payment amount shall be your total outstanding balance.


## OVERLIMIT FEE

An Over Limit Fee of Rs.1,200.00 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.1,500.00 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. $50,000.00 \times 5 \%$

$$
=\text { Rs.2,500.00 }
$$

Cash Advance Fee charge = Rs.2,500.00

## Example 2

| Cash amount | $=$ Rs. $5,000.00$ |
| ---: | :--- |
| Cash Advance Fee 5\% | $=$ Rs. $5,000.00 \times 5 \%$ |
|  | $=$ 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 online). The new Stamp Duty is charged at Rs 25.00 for every Rs.1,000.00 or part for all such transactions.

## Exchange rate for overseas transaction billing

Credit card transactions effected in foreign currencies will be converted into Sri Lankan Rupees at the USD-LKR currency selling rate of HSBC on the date the transaction is posted. A percentage of $3.5 \%$ will be levied by the bank to mitigate the impact of exchange rate movement.

## DCC processing fee

A processing fee of $3.5 \%$ will be levied on all Dynamic Currency Conversion transactions.

## Examples on Interest Calculation

## Scenario 1

Statement Period 01/09/2022-30/09/2022 (Interest rate 36.00\% for a Gold Credit Card)
Transactions for the above statement period
Opening Balance Rs. $150,000.00$

Date Transaction value
10 September 2022 Rs. 10,000.00
20 September 202 Rs. 25,000.00
Closing Balance Rs. $185,000.00$
Due Date - 22/10/2022
Statement Period 01/10/2022-31/10/2022 (Interest rate 36.00\% for a Gold Card)
Date Payment Value
10 October 2022
Rs. 20,000.00
22 October 2022
Rs. 15,000.00

Interest Calculation for transactions:
a) Rs. 10,000 X 3\% X 12/365 X 22 days ( 10 September 2022-01 October 2022) =Rs. 216.99
b) Rs. 25,000 X 3\% X 12/365 X 12 days (20 September 2022-01 October 2022) = Rs. 295.89

Interest Component $1=(\mathbf{a}+\mathbf{b})$ Rs. 512.88
Interest Calculation for the statement outstanding balance;
c) Rs. 185,000 X 3\% X 12/365 X 8 days (2 October - 9 October) = Rs. 1,459.73

Interest Component $2=$ Rs. 1,459.73

## 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 3\% X 12/365 X 12 days (10 October - 21 October) $=$ Rs. 1,952.88
e) Rs. 150,000 X3\% X 12/365 X 11 days (22 October - 01 November) = Rs.1,627.397

Interest Component $3=(\mathrm{d}+\mathrm{e})$ Rs $3,950.28$
Total interest $=$ Interest component $1+$ Interest component $2+$ Interest component 3
= Rs. 512.88+ Rs. 1,459.73+ Rs.3,950.28 = Rs.5,922.89

## Scenario 2:

Calculation of interest applicable for cash advances, when the Minimum payment is made
Customer pays the Minimum Payment Due (Rs7,416.00-100\% of all fees charged+ 100\% of the monthly installment amount $+1 / 12$ of the Annual Fee amount $+1 \%$ from the balance outstanding balance as at 01 October) on the due date ( 22 October) as stated above. Also consider that the 10 September 2022 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. $10,550 \times 3 \%$ X 12/365 X 23 days ( 10 September - 01 October) = Rs. 239.33
b) Rs. 25,000 X 3\% X 12/365 X 13 days ( 20 September - 01 October) = Rs. 320.55

Interest component 1 = (a+b) Rs. 559.88
Interest calculation for the statement outstanding balance:
c) Rs. 10,550X 3\% X 12/365 X 20 days (02 September - 21 October) = Rs. 208.11
d) Rs. $175,0003 \%$ X 12/365 X 20 days ( 02 October - 21 October) =Rs.3,452.05 (Purchase + Opening balance as at 1 October )

Interest Component 2 =(c+d) Rs. 3,660.16

Interest calculation for the period after the first payment on 22 October up to the next statement date:
e) Rs. $3,134.00$ (Rs.10,550.00-Rs.7,416.00) $3 \% \times 12 / 365 \times 11$ days ( 22 October - 01 November) = Rs 34.00 (Cash advance)
f) Rs. $175,000.00 \times 3 \% \times 12 / 365 \times 11$ days ( 22 October -01 November) $=$ Rs. $1,898.63$ (Purchases + Opening Balance as at 02 November)

Interest Component $3=(\mathrm{e}+\mathrm{f})$ Rs. 1,932.63
Total interest $=$ Interest $1+$ Interest $2+$ Interest 3
Rs. $559.88+$ Rs. $3,660.16+$ Rs. $1,932.63=$ Rs. 6,152.67

## Scenario 3:

Calculation of interest when the payment is made after the due date
Customer pays 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 Rs.1,500.00 along with interest.

## Interest calculation for the transactions:

a) Rs. $10,550.00 \times 3 \% \times 12 / 365 \times 23$ days ( 10 September -01 October) $=$ Rs. 239.33 (Cash advance)
b) Rs. $25,000.00 \times 3 \% \times 12 / 365 \times 13$ days $(20$ September -01 October $=$ Rs. 320.55

## Interest Component 1=(a+b) Rs.559.88

Interest calculation for the statement outstanding balance:
c) Rs. $10,400.00 \times 3 \% \times 12 / 365 \times 22$ days $(02$ September -23 October $)=$ Rs. $255.67($ Cash advance)
d) Rs. $175,000.00 \times 3 \% \times 12 / 365 \times 22$ days ( 02 September -23 October) $=$ Rs.3,797.26
(Purchases + Opening balance as at 01 October)
Interest Component $2=(\mathbf{c}+\mathbf{d})$ Rs.4,052.93

Interest calculation for the period after the first payment on 24 September up to the next statement date:
e)Rs. 550 (Rs. $10,550.00$ - Rs.10,000.00) x $3 \%$ x $12 / 365 \times 9$ days ( 24 September - 01 October) = Rs. 4.88 (Cash advance)
f) Rs. $175,000.00 \times 3 \% \times 12 / 365 \times 9$ days ( 24 September -01 October) $=$ Rs $1,553.42$
(Purchases + Opening balance as at 01 September)
Interest Component $\mathbf{3}=(\mathbf{e}+\mathbf{f})$ Rs1,558.30
Total interest $=$ Interest $1+$ Interest $2+$ Interest $3+$ Late Payment Fee Rs.1,500.00
= Rs. 559.88 + Rs.4,052.93 + Rs. 1,558.30 + Rs. 1,500.00 (Late Payment Fee) $=$ Rs7,671.11

| BRANCH <br> PAYMENTS | CUTOFF TIME | UPDATE TIME |
| :--- | :--- | :--- |
| Cheque Deposit ${ }^{*}$ | 2.00 PM (working day) | Upon Realization |
| Cash | 3.00 PM (working day) | Immediate |

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

| EASY PAY | Cheque* | UPDATE TIME |
| :--- | :--- | :--- |
| Galle Branch | 3.00 PM | 7.30 AM (next working day) |
| Kandy Branch | 3.00 PM | 7.30 AM (next working day) |
| Jaffna Branch | 3.00 PM | 7.30 AM (next working day) |
| All other | 2.00 PM | 7.30 AM (next working day) |


| AUTOMATED CHANNELS | CUTOFF TIME | UPDATE TIME |
| :--- | :--- | :--- |
| Internet Banking/ Phone Banking | Immediate** | Immediate** |
| ATM Transfers | Immediate** | Immediate** |
| CEFTS payments to HSBC Credit | Immediate** | Immediate** |
| Cards |  |  |
| Cash Deposit Machine | Immediate** | Immediate** |

** on due dates, before 5.30 PM

| Other Methods | CUTOFF TIME | UPDATE TIME |
| :--- | :--- | :--- |
| Cargills/Keells/ (excluding Super K <br> outlets)/Abans / Singer Mega <br> Showrooms Arpico Super Centres | 4.00 PM | 7.30 AM (next working day) |

## 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 due for the statement period should be made on or before this date.
12. Current Due: Your current total due amount to be paid.
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



FIE,ASE DETACH ANDRETUFATHIS LOWER FOFTIONTOCETHERWITH YOUR FXMMENT

|  | $\square$ New contsct into? Plozes chedk the box and conpleto revorse side or visitwww.hebecom |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  | HSBC Credit Card 1 |  | 284-)0人)K- $) \times 006-5647$ |  |
| The Hongkongand Shanghai BankingCorporation Limited HSBC Card Centre P.O. Boo 75, Colombo. <br> Sri Lanka | Total Du* | Minimum Payment | Payment Dua Date | Amount Paid $\square$ |
| First Name Last Name Suite Number, Building Number Street Number, Street Name City, State, Country Postal Code |  tallowingpaga. |  |  |  |

## Quick Reference Guide

Financo chargos will be chargad if full payment is not made on the dua dato or if part )
 the duedata.
If a Cardnoider does not witlo the total closing balance by the Paymert Dua Dato, tha todal Closing Bdance on the Statomant Dato shal attract a Finance Chargo, unt tro drato on whict the total Cbing Bdance is sottlibd, ata a ta tobed eforninod by the Bank The Fnance Charge shal be dabtod to the Card Acourti on the
subsoquart StatomentDato.

Minimum paymont amounts
Gaid staring weth 4910 13: Mrimum Paymert would be $2.5 \%$ of the botal adstandingorRs 250 whichaver tg grasta.
Al other cards: Mrium payment would bo $2.5 \%$ of the total out $t$ anding or Rs. 500.00 whichever is gratar.

For accounts that are over limit The excoss over the crodtlimitplus $2.5 \%$ of the Godilit

Ovor limit Foe: Res. 1200 -por month.
Will becharged, if youexcood your limitat ary ime duringa statoment cyple.
atopayment charge: Rs. 1,500 -
Hyour minimum paymert has not boenrocoved by tha dua date, a mortily late

Cash advanco chargos
Cans Advanco(Minc awal foo will be calculatod at $5 \%$ of the transacton valuo ar aminimumchargeof Res 50.00 whichover is grasiar.

Choquaroturn chargos:
Othar Rasacons: Rs. 40 人

## Lostcard liability

The card hodder is iable for all card ransadfons [whother authorized or nof] chargod to the curd before the bess was reportad to the barik.

## Ploaso noto

hoques should bemadopayableas follows:
numbar) aghaid be crowad (Al payoo arly and should includa the Card
Third party choquas drawn in flucur of the cardhaldar will not be acapptod,
uriess thoy avo madeoutas in tho above exarplib.
Funds will bo avalatio in the crodt card account orily on the next woking day athar the choquais rasixed.
Cash chequas and post datod choques wil not be accoptod for paymerts.
Your paymert will bea cincoulod god ona subsequart It atarnent.
ottling your card bills
Dirad dobit acas to an a crourt with HSBC From 2.5\% - 100\% of your cosing badanco.
Cash payments can be mada at all Singor, Abans Showrooms, Cayilis Food Cash parymerts nil be Aod Arpico Super Contra Outiots
Aide. frepaymertsmadoat theabovemerthantoutets.
Mail a choqua both iosddex shown on your card stritornent.
Doposts mado vie ATM wilbe procossod on tha ATMMs on-ine.
Transfor upto Rs. $1,000,000$ from your HSBC savings or currert account, using Phonobank ing, withnoextracost.
Log on to wwwhsbolk and use our Pors onal Intornot Banking Sorvico [PIB] to tarssfor funds forn your savings or Curront acocurt with HSBC to your codd Tand accourt fosoof charga.
our Custonnar sarvica hotine. C account by instrucing us with a bitior oron
Dopost cash or choquas via EasyPay machines atary of our Epprox Banking Conturs (wailablo 24 hours).
EXAMPLEON INTEREST CALCULATION FOR AGOLD CREDITCARD only the minimum payment E made, intresestwil bo accued at $18.00 \%$ p. an on the

Scomario
Statenaritperiod
Statornert Cbsing Bod
Paymert Dua Dalo
1Soptarnbor 202050 10ctaber 2020 100,000.00 :22Septamber 2020

Paymort Dotails
PaymertAmoun
Payment Dato
2,500.00
Assumption
No newtransactonsdurig tha Statament patiod
NoxtStatementdata: 1 Octaber 2020 to 1 Nowember2020
$\xrightarrow{\text { Intonos will bo, } \quad \text { LKR100,00 }} \times 1.5 \% \times 12 / 365 \times 20 \quad=$ LKR 906.30
$\begin{aligned} & \text { (2 Soptamber } 2020 \\ & \text { Ko } 21 \text { Sep } 21 \text { tarmber 2020) }\end{aligned}=$ LKR 906.30
(K2 Sepplomber 2020 to 1 Octiber 2020) $=$ LKR 430.8
Interost amount as por the statoment of 1 Octobor $2020=$ UKR 1,467.12
Exchangoratiss for oversoas transaction billing
All owassass transactions will be corvertod using VisaMastorCard eucharga ratos In ardar to mitgata bcal exchango rato movernerts, an addsonal amourt (upto bincudad biliarala athotme arbing
Custommersorvico and inquirios
"you hava a quary relating to ary asped of fris stratorent, plasese contad our
Any allogod arror an the stitement should be notifiod to the bank's card contre, with in 20day sof thes statement dethe.

## Omm scmo

## Beress anci






somerigqua.



## averga cee gice




 $\operatorname{sex} A$
scaesee gdeercret exiq 0mocc 1200


 mequant

## quouecodediaxia






## axBly woded excer

 mono mextente ge

## adumserimen fo










## 

 Diocr (yiven)
 mons cors mese nownith




 tratenorear




 HSBC
sense



 вияра
exsige


## 



cuConvor ento m beas







 Quxi uxeal Ond. cppump



 puout vilicat
 aineaufix $25 \%$



## 



Sp Lipidgmper $1730 /$
-

gung iring merfiteqi:




















 (\%uynh




aromic


-



| B. (6) $100 / 000 / \mathrm{x} .5 \% \times 12 / 35 \times 20$ <br>  | sexso |
| :---: | :---: |
| $\text { B. .6. } 97,500 / \times 15 \% \times 12 / 55 \times 10$ <br>  | 400 |
| can on ot atayd |  |




## 

Mut


Note: You will receive your Credit Card statement via post within 10 days from your statement date. For a faster option, sign up for e-statements via www.hsbc.lk today!

