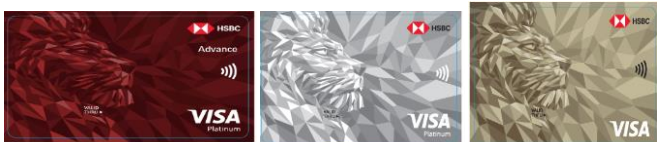


# Important Updates On Your Credit Card



**HSBC**

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

## CUSTOMER SATISFACTION AND FEEDBACK

### **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](mailto:premiercustomersolutions@hsbc.com.lk)**

**Advance – [advancecustomersolutions@hsbc.com.lk](mailto:advancecustomersolutions@hsbc.com.lk)**

**General – [customersolutions@hsbc.com.lk](mailto: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](http://www.financialombudsman.lk)

## CONSUMER GUIDE ON FEE CALCULATION

### 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
- 1/12th 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.

### OVER LIMIT 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 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 online). The new Stamp Duty is charged at Rs25.00 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)  $\text{Rs. } 10,000 \times 3\% \times 12/365 \times 22 \text{ days ( 10 September 2022 - 01 October 2022 )}$   
 $= \text{Rs. } 216.99$

b)  $\text{Rs. } 25,000 \times 3\% \times 12/365 \times 12 \text{ days (20 September 2022 - 01 October 2022) } = \text{Rs. } 295.89$

**Interest Component 1 = (a+b) Rs.512.88**

### Interest Calculation for the statement outstanding balance;

c)  $\text{Rs. } 185,000 \times 3\% \times 12/365 \times 8 \text{ days (2 October - 9 October) } = \text{Rs. } 1,459.73$

**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 X 3% X 12/365 X 11 days (22 October - 01 November) = Rs. 1,627.397

**Interest Component 3 = (d+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 X 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. 10,550 X 3% X 12/365 X 20 days (02 September - 21 October) = Rs.208.11

d) Rs. 175,000 3% 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)  $\text{Rs.}3,134.00 \text{ (Rs.}10,550.00 - \text{Rs.}7,416.00) \times 3\% \times 12/365 \times 11 \text{ days (22 October - 01 November)} = \text{Rs } 34.00 \text{ (Cash advance)}$

f)  $\text{Rs.}175,000.00 \times 3\% \times 12/365 \times 11 \text{ days (22 October - 01 November)} = \text{Rs.}1,898.63$   
(Purchases + Opening Balance as at 02 November)

**Interest Component 3 = (e + f) Rs. 1,932.63**

Total interest = Interest 1 + Interest 2 + Interest 3

$\text{Rs. } 559.88 + \text{Rs. } 3,660.16 + \text{Rs. } 1,932.63 = \text{Rs. } 6,152.67$

### **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)  $\text{Rs.}10,550.00 \times 3\% \times 12/365 \times 23 \text{ days (10 September - 01 October)} = \text{Rs. } 239.33 \text{ (Cash advance)}$

b)  $\text{Rs.}25,000.00 \times 3\% \times 12/365 \times 13 \text{ days (20 September - 01 October)} = \text{Rs. } 320.55$

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

Interest calculation for the statement outstanding balance:

c)  $\text{Rs.}10,400.00 \times 3\% \times 12/365 \times 22 \text{ days (02 September - 23 October)} = \text{Rs. } 255.67 \text{ (Cash advance)}$

d)  $\text{Rs.}175,000.00 \times 3\% \times 12/365 \times 22 \text{ days (02 September - 23 October)} = \text{Rs.}3,797.26$   
(Purchases + Opening balance as at 01 October)

**Interest Component 2 = (c + d) Rs.4,052.93**

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

e)  $\text{Rs.}550 (\text{Rs.}10,550.00 - \text{Rs.}10,000.00) \times 3\% \times 12/365 \times 9 \text{ days (24 September - 01 October)}$   
= Rs. 4.88 (Cash advance)

f)  $\text{Rs.}175,000.00 \times 3\% \times 12/365 \times 9 \text{ days (24 September - 01 October)} = \text{Rs}1,553.42$   
(Purchases + Opening balance as at 01 September)

**Interest Component 3 = (e + 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**

## CREDIT CARD PAYMENT CUTOFF TIMES

BRANCH 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 Cards	Immediate**	Immediate**
Cash Deposit Machine	Immediate**	Immediate**

\*\* on due dates, before 5.30 PM

Other Methods	CUTOFF TIME	UPDATE TIME
Cargills/Keells/ (excluding Super K outlets)/Abans / Singer Mega 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 Credit Card

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

Page 1 of 1

### CONTACT US

Customer Service +94 11 4 4722 00

### REWARDS SUMMARY 9

Previous Earned Points  
Points Earned  
Points Redeemed

Total Points Balance

### ACCOUNT SUMMARY 10

Previous Statement Balance  
Payments & Credits  
Purchases & Debits  
Outstanding Instalments

Total Account Balance

### PAYMENT SUMMARY

Payment Due Date 11  
Current Due 12  
Overlimit Due Amount 13  
Past Due Amount 14

Minimum Payment 15

### CREDIT LIMIT AND INTEREST RATES 16

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

Updates on our Current marketing promotions. 17

First Name Last Name 1

Statement From XXXXXXXX to XXXXXXXX

2 POST DATE	3 TRAN DATE	4 DESCRIPTION	5 AMOUNT (LKR)
-------------------	-------------------	------------------	-------------------

First Name Last Name 1234-XXXX-XXXX-5647 6

TOTAL DUE 7

YOUR INSTALMENT PLAN 8

DATE	EXPIRY	AMOUNT (LKR)	BALANCE (LKR)
------	--------	--------------	---------------

Updates on your credit card account. 18



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

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

PLEASE DETACH AND RETURN THIS LOWER PORTION TOGETHER WITH YOUR PAYMENT.

19

☐ New contact info? Please check the box and complete reverse side or visit [www.hsbc.com](http://www.hsbc.com)

HSBC Credit Card 1234-XXXX-XXXX-5647

Total Due	Minimum Payment	Payment Due Date	Amount Paid

For your convenience, please make your payment via Internet banking or other channel shown on the following page.



நிதர்சித்திருப்பது 26 நிதரம் அளவுக்குள் வர சிறிதளவு வர. நிதரமற்றிருந்து அறிவிக்கப்பட.