

Global Markets Complaint Handling Principles

Italy



Italy Global Markets Complaints Handling Principles

1. Introduction

1.1. At HSBC, we are committed to providing you with the best customer experience we can. We encourage you to let us know, as soon as possible, whenever our products or services do not meet your expectations so we may promptly address your concerns.

1.2. In the event that you have a complaint about the quality of the products or services which HSBC supplies to you, or if you would like to receive further information concerning HSBC's complaints handling processes, you may speak to your usual HSBC representative or consult HSBC France Milan Branch public website, under Transparency section ([link](#)).

Complaints submission is free of charge. As a customer, you have the flexibility to complain across a range of digital and non-digital channels via the following methods:

Address: HSBC France, Succursale di Milano
Via Mike Bongiorno, 13
20124, Milano
C.A. Responsabile Reclami

Email: italycomplaints@hsbc.com

Certified Email (PEC): hsbcitaly@actaliscertymail.it

1.3. Our key principles are:

1.3.1. Clients and potential clients can submit complaints free of charge.

1.3.2. We aspire to respond and to have resolved complaints¹ within the below times, however this will depend on individual circumstances and the complexity of the case.

Responses are sent to the customer according to regulatory maximum response time.

These are, as a maximum:

- 30 calendar days for Complaints relating to banking services and products;
- 15 calendar days for Complaints relating to payment services; and
- 60 calendar days for Complaints relating to Investment Services.

1.3.3. We work in partnership with clients to resolve concerns in a consistent and fair manner.

1.4. Complaints are handled in line with the Global Markets complaints handling policy and relevant regulatory requirements. This disclosure sets out details of the Global Markets complaints handling policy.

2. Frontline resolution

2.1. Where appropriate and possible, we aim to provide resolution via the first person to whom you escalate the issue. This may be a member of a product client service team or your Relationship Manager.

2.1.1. We will Acknowledge – complaints as soon as possible in person, by telephone or in writing.

2.1.2. Act – to investigate, obtaining advice from relevant colleagues as necessary, in order to resolve the complaint.

2.1.3. Close – we will explain the outcome of your complaint and the actions we have taken.

2.2. Where we are unable to resolve the issue immediately, we will work with you until the issue is resolved. We will provide you an indicative timeline for the resolution and provide regular progress updates. In the unlikely event we are unable to close the issue to your satisfaction you have the option to follow the Alternative Dispute Resolution mechanism, outlined for the specific HSBC entity you have been discussing the issue with.

3. Alternative Dispute Resolution mechanisms

3.1. If you are not satisfied with HSBC's response, you have the option to bring your complaint to the appropriate financial industry regulatory body as stated. The Branch is regulated by the following local Authorities:

- Bank of Italy (BoI)
- CONSOB (the National Commission for Companies and the Stock Exchange).

Being HSBC France Milan Branch a Branch of HSBC France S.A., the following authorities are to be considered:

- Autorité des Marchés Financiers (AMF)
- Autorité de contrôle Prudentiel et de Résolution (ACPR)
- European Central Bank (ECB).

¹ Applying Italian regulatory requirements around customer complaints management, Complaints are any expressions of dissatisfaction - submitted in writing (e.g. by regular mail, fax, e-mail, PEC) - from a clearly identifiable customer who wishes to report an irregular or wrong behaviour by an Intermediary.

In addition, any Complaints received by Global Markets staff (including those relating to performance of investment and ancillary services as well as investment activities) fall within Complaints definition.

HSBC Group provides a broader definition of Customer Feedback of which Complaints are a subset. It is important to recognise that a Complaint is any expression of dissatisfaction, irrespective of whether the customer is explicitly declaring its dissatisfaction is a complaint.