

Global Markets Complaint Handling Principles

Armenia



INTERNAL

Armenia Global Markets Complaints Handling Principles

Complaints

In order to enable us to upgrade the quality of services provided and to give you full satisfaction, we invite you to discover how to bring your complaints to our knowledge.

For each complaint, we are committed to:

1. Listen to it with the required attention;
2. Acknowledge receipt in a formal manner;
3. Keep you informed regularly on the progress;
4. Provide you with a response as per below defined timeframes:
 - For written complaints to provide acknowledgment within 1 business day; to resolve and provide final response within 10 business days.
 - For verbal complaints to resolve and provide final response within 10 business days.
5. Deploy a solution in order to give you satisfaction;
6. Provide you with remedies in case the response did not satisfy you.

Each complaint is an opportunity for HSBC Bank Armenia to improve the quality of the service offered.

Customers who are willing to present a complaint can contact HSBC Bank Armenia through the following channels:

Telephone

- Speak to our support team on + 374 (60) 655 000, or
- Contact your Relationship Manager directly

Online

- Write to CEO via Direct Link to CEO, or
- Write us via our official contact email at hsbc.armenia@hsbc.com

Post

- Send us hard copy letter at the following address: 66 Teryan street, Yerevan 009, RA

Branch Network

- Leave your complaint at complaint boxes, or
- Speak to one of our customer servicing staff face-to-face.

Do not forget:

- To provide as much information about your complaint as possible to ensure a thorough investigation and quick response.
- To include your company name and contact person, as well as address, postcode, email address, phone number or other preferred contact details that best suits you to get in touch with you.

Central Bank of Armenia**Customers can also refer to Central Bank of Armenia through the following channels:**

- Address: 6 Vazgen Sargsyan Street, Yerevan 0010
- Telephone: + 374 10 592 697
- Email: consumerinfo@cba.am

Please be informed that it is not the responsibility of the Central Bank to settle the disputes between You and HSBC Bank Armenia, however the Central Bank apply supervisory measures on HSBC Bank Armenia, if it becomes evident that HSBC Bank Armenia has breached the law. Central Bank does not have the right to publish information on supervisory measures applied.

ՀՀ Կենտրոնական Բանկ**Հաճախորդները կարող են նաև դիմել ՀՀ Կենտրոնական Բանկ հետևյալ միջոցներով.**

- Հասցե՝ Երևան 0010, Վ.Սարգսյան 6
- Հեռախոսահամար՝ +374 10 592 697
- Էլփոստ՝ consumerinfo@cba.am

ՀՀ Կենտրոնական Բանկն իրավասու չէ լուծել HSBC Բանկ Հայաստանի նկատմամբ ունեցած Ձեր մասնավոր բողոքը, սակայն իրավասու է HSBC Բանկ Հայաստանի նկատմամբ կիրառել վերահսկողական միջոցներ, եթե պարզվի, որ նա խախտել է օրենքի պահանջները: ՀՀ Կենտրոնական Բանկն իրավասու չէ հրապարակել իր իրականացրած վերահսկողական միջոցառումների մասին: