

We're here to help

Resolving your complaints

At HSBC, we're committed to providing you with the best customer experience possible. If we didn't meet your expectations, please let us know and we'll do our best to help.

Step 1

Start with an HSBC representative

Please use the contact information below to direct your complaint to the right entity.

HSBC Bank Canada, HSBC Mortgage Corporation (Canada) or HSBC Trust Company (Canada)

Toll-free:

Personal Banking: 1-888-310-HSBC (4722)

HSBC Premier or Jade: 1-866-233-3838

HSBC Small Business: 1-877-955-HSBC (4722)

Business and Corporate Banking: Contact your Relationship Manager

Outside Canada and US:

(long-distance charges apply where collect calls not available)

Personal Banking: 1-604-525-HSBC (4722)

HSBC Premier or Jade: 1-604-216-8800

HSBC Small Business: 1-647-251-HSBC (4722)

Business and Corporate Banking: Contact your Relationship Manager

Email or online:

Email info@hsbc.ca or visit hsbc.ca/complaints; or log on to Online Banking and chat with us.

In person:

Visit an HSBC branch. You can find one at hsbc.ca/findabranch

HSBC Investment Funds (Canada) Inc.

Contact your Relationship Manager or Mutual Fund Advisor

Toll-free: 1-800-830-8888

Email: hsbcinvestmentfundcomplaints@hsbc.ca

Mail: HSBC Investment Funds (Canada) Inc.
(Attention: Complaints Management)
PO Box 6600 Stn Terminal,
Vancouver, BC V6B 6R1

HSBC InvestDirect, a division of HSBC Securities (Canada) Inc.

Toll-free: 1-800-760-1180

Email: investdirect@hsbc.ca

HSBC Finance Mortgages Inc.

Toll-free: 1-888-318-0271

Email: contact.hsbc.financial@hsbc.ca

HSBC Global Asset Management (Canada) Limited

Email: ca.amca.complaints@hsbc.ca

HSBC Private Wealth Services (Canada) Inc.

Toll-free: 1-844-756-7783

Email: ca.hpws.complaints@hsbc.ca

Step 2

Contact the Escalated Complaints Team

If you're not satisfied with how our representative handled your concerns, you can escalate further (or ask our representative to escalate on your behalf) to this team.

HSBC Escalated Complaints

Toll-free: 1-888-989-HSBC (4722)

Email: escalated.complaints.canada@hsbc.ca

Mail: PO Box 9950, Station Terminal,
Vancouver, BC V6B 4G3



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Step 3

Escalate to HSBC

Commissioner of Complaints

If you are not satisfied with the resolution after following Step 1 and Step 2, you may escalate further to the HSBC Commissioner of Complaints.

The Commissioner of Complaints will only address your concern once you've received a response from the Escalated Complaints team. The Commissioner of Complaints will provide you with an impartial review of your complaint, HSBC's final decision and an explanation about how and why this decision was reached.

HSBC Commissioner of Complaints

Toll-free: 1-800-343-1180

Email: commissioner_complaints@hsbc.ca

Mail: PO Box 9950, Station Terminal,
Vancouver, BC V6B 4G3

For privacy complaints only

If your complaint is related to privacy issues, we will direct your concerns to our Chief Privacy Officer:

HSBC Chief Privacy Officer

Email: privacy_officer@hsbc.ca

Mail: PO Box 9950, Station Terminal,
Vancouver, BC V6B 4G3

Resolution through an external complaint body

You have the right to refer your complaint to the Ombudsman for Banking Services and Investments in these two situations:

1. Within 180 calendar days of receiving a closing response from HSBC; or,
2. If we have taken longer than 90 days to investigate and respond from the date your complaint is received by our Escalated Complaints office

Ombudsman for Banking Services and Investments

Toll-free: 1-888-451-4519

Fax: 1-888-422-2865

Email: ombudsman@obsi.ca

Mail: 20 Queen Street West, Suite 2400,
PO Box 8, Toronto, ON M5H 3R3

Website: www.obsi.ca

Contacting a regulatory body

Financial Consumer Agency of Canada

The Financial Consumer Agency of Canada (FCAC) supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws, voluntary codes of conduct, and public commitments.

If you have a complaint concerning any of the above, you may contact the FCAC at:

Toll-free: 1-866-461-FCAC (3222)

Mail: 427 Laurier Avenue West,
6th Floor, Ottawa, ON K1R 1B9

Website: www.fcac-acfc.gc.ca

The FCAC does not provide redress or compensation, and will not get involved in resolving complaints.

Mutual Fund Dealers Association of Canada

Because HSBC Investment Funds (Canada) Inc. is a member of the Mutual Fund Dealers Association of Canada (MFDA), you may also contact the MFDA:

Phone: 416-361-6332 or 1-888-466-6332

Email: complaints@mfd.ca

Website: www.mfda.ca

Autorité des marchés financiers

If you are a resident of Quebec, you may raise concerns with the Autorité des marchés financiers:

Toll-free: 1-877-525-0337

Fax: 418-525-9512

Mail: Place de la Cité, tour Cominar,
2640, boulevard Laurier, bureau 400,
Quebec (Quebec) G1V 5C1

Resolving your complaints

Office of the Privacy Commissioner of Canada

The Office of the Privacy Commissioner of Canada investigates privacy complaints concerning the *Personal Information Protection and Electronic Documents Act*. If you don't feel appropriate action was taken by HSBC Bank Canada to resolve your privacy matter, you may contact the Privacy Commissioner of Canada:

Toll-free: 1-800-282-1376

Mail: 30 Victoria Street,
Gatineau, Quebec K1A 1H3

Website: www.priv.gc.ca

Voluntary Codes of Conduct and Public Commitments

Voluntary Codes of Conduct are commitments and guidelines on standards of business practice and are designed to protect you, our customer. At HSBC Bank Canada, we are committed to many Codes of Conduct.

If you would like a complete description of these codes, please visit an HSBC branch or hsbc.ca/bank-with-us/codes-of-conduct

To learn more, go to hsbc.ca, call us at 1-888-310-4722, or visit a branch

Issued by HSBC Bank Canada

"HSBC" includes HSBC Bank Canada and its subsidiaries: HSBC Mortgage Corporation (Canada); HSBC Trust Company (Canada); HSBC Investment Funds (Canada) Inc.; HSBC InvestDirect, a division of HSBC Securities (Canada) Inc.; HSBC Finance Mortgages Inc.; HSBC Global Asset Management (Canada) Limited; and HSBC Private Wealth Services (Canada) Inc.

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