

General Notice for Customers

CHEQUE DEPOSIT BOX

We have provided Cheque Deposit Box facilities to enable customers avoid inconvenience of waiting in a queue. The Cheque Deposit Box is operated under a dual control for security reasons. If specifically required, customers may request for an acknowledgement, by depositing cheques at the counters.

ACCOUNT STATEMENTS

We are pleased to advise that an Internet Banking facility (online@hsbc) is offered free of cost to enable customers to view their account statements and monitor transactions on their account online.

SOILED CURRENCY

Customers may tender soiled currency notes at our cash counters and obtain a receipt for eventual deposit into their accounts.

CHEQUE BOOKS

For urgent cheque book issuance across the counter, customers are requested to contact our Customer Service Officer.

TERM DEPOSIT INTEREST RATE CALCULATION METHOD

For our Term Deposit interest calculations, we comply with the guidelines issued by the Indian Banks Association (IBA). The interest calculation methodology used for local and foreign currency Term Deposits is as follows:

1. Rupee Time Deposits held in Domestic, Non-Resident Ordinary (NRO) and Non-Resident External NRE Accounts*
 - a) In case of cumulative deposits, interest is compounded quarterly and the basis of interest calculation is 28-31/365.
 - b) For Term Deposit with tenor less than three months or where the terminal quarter is incomplete, interest is calculated proportionately for the actual number of days reckoning the year at 365 days (365 days for leap years).
 - c) In case of non-cumulative deposits, interest is paid out quarterly or half yearly as preferred by customer.

*This is effective for all Term Deposits placed/renewed on or after 20 January 2009. Deposits existing prior to January 2009 will continue to be calculated at the interest calculation method of 30/360 till the date of maturity.

2. FCNR (B) Deposit Accounts
 - a) In case of cumulative deposits, the interest on the deposits for more than one year accepted under this scheme is compounded at intervals of 180 days each and thereafter for remaining actual number of days.
 - b) In case of non-cumulative deposits, interest is paid out half yearly.



PREMATURE ENCASHMENT OF TERM DEPOSIT

The Bank, on request from a depositor, would allow withdrawal of a Term Deposit before completion of the period of the deposit agreed upon at the time of placement of the deposit subject to penalty on premature withdrawal of Term Deposit as may be applicable as per the table appended below:

Penal Rates			
DATE OF PLACEMENT OF TERM DEPOSIT (TD)	TD Value: < ₹1.5 Mn	TD Value: ₹1.5 Mn < ₹40 Mn	TD Value: ₹40 Mn and above
On or before 31 March 2011	1%	1%	1%
On or after 1 April 2011	1%	1.5%	2%

The interest paid will be lower by the Penal Rate (as may be applicable to the value and date of placement of the Term Deposit as defined in the above table) than the rate prevailing on the date of placement of the deposit for the period for which the deposit remained with the Bank or the contractual rate, whichever is lower. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than the minimum period for which deposits were being accepted for the said currency and deposit type, as on the date of placement of deposit.

INSURANCE COVER FOR DEPOSITS

Bank deposits are covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) upto an aggregate value of ₹1 lakh per depositor.

CASH WITHDRAWAL RELATED NOTICE

If you wish to withdraw ₹100,000 or above in cash then you are requested to inform the branch/call centre atleast 24 hours prior to time you wish to withdraw the amount from the Bank.

