

HSBC Mauritius

Complaints Handling Policy

Our complaints handling policy provides the standards that we follow in handling customer complaints and is based on The Ombudsperson for Financial Services Act 2018.

Customers may submit their complaints to us by any reasonable means, for example in person at our offices, by phone, letter, facsimile, email or via our website.

Our email address is complaints@hsbc.co.mu

Customers may contact us by phone from 8:45 am to 5:00 pm every day on the following line:

Reception 403 8333

We will be delighted to assist customers who may require any special assistance or have any language issue when formulating complaints.

We aim to resolve customer complaints on the spot and in a fair, reliable and transparent manner. Whenever we need to inquire into more details, customers may be requested to submit their complaints in writing at our premises or by a letter through the post, facsimile or by email.

For all written complaints, we will send a written acknowledgement of the complaint within 2 working days of its receipt, providing the name, job title and the contact details of the person handling the complaint.

We endeavor to make all efforts to serve our customers as soon as possible at our premises and keep the waiting time as short as possible. Additionally, we will also ensure customer phone calls are responded promptly.

Once a complaint has been received, we will: -

- investigate the complaint competently, promptly and impartially;
- assess fairly the subject matter of the complaint and see whether the complaint should be upheld and what remedial action or redress (or both) may be appropriate;
- offer any redress or remedial action which is appropriate;
- explain to the complainant, in a way that is fair, clear and not misleading, our assessment of the complaint, our decision on it, and any offer of remedial action or redress; and
- comply promptly with any offer of remedial action or redress which the complainant accepts.

We will provide a final decision to the complainant within 30 days as from the date the complaint is received by us. If customers are still aggrieved by our decision or that they do not receive a reply from us within 30 days as from the date of their complaint, they may lodge a complaint in writing at the Office of the Ombudsperson for Financial Services:

Office of Ombudsperson for Financial Services

8th Floor, SICOM Tower

Wall Street

Ebene Cyber City 72201

Mauritius

Telephone: 460 0476

Reception: 460 0473/4

Fax: 468 6473

Email: ombudspersonfs@ofsmauritius.org

Website: [Complaint Forms – Office of Ombudsperson for Financial Services \(govmu.org\)](#)

In your complaint to the Office of Ombudsperson for Financial Services, please ensure you specify the:

- nature of your complaint
- redress sought for
- reason for your dissatisfaction

Please also include copies of:

- the complaint you made to us
- the response you received from us
- any other documents relevant to your complaint

Our complaints handling policy is available on our website. Customers may also request a copy of this policy at no cost to them.

Sources:

The Ombudsperson for Financial Services Act 2018