



Complaints handling policy

April 2017

Complaints handling policy

HSBC Global Asset Management (France) strives to offer high quality service to its clients. However, difficulties may arise and result in complaints.

This policy provides information on the recourse possibilities offered to the clients of HSBC Global Asset Management (France) in the event of a complaint or dispute.

All complaints concerning activities other than those undertaken by HSBC Global Asset Management (France) must be made directly to the professionals concerned.

1. What is considered as a complaint ?

The term “complaint” refers to any objection indicative of a client’s dissatisfaction with regards to an investment service provided by HSBC Global Asset Management (France) or to a subscription into a fund.

Requests for information, opinions, clarification, services or benefits are accordingly not considered complaints.

2. How can you make a complaint ?

a. Your first point of contact

You must first file your complaint with the Client Management department at HSBC Global Asset Management (France) which is tasked with handling complaints.

Please write to the following address:

HSBC Global Asset Management (France)
Client Management / Réclamations
Immeuble « Cœur Défense »
110 espl. Du Général de Gaulle
75419 PARIS CEDEX 08

In any case, complaints can also be communicated by email using the following address:
hsbc.client.services-am@hsbc.fr

Complaints concerning employee savings programs for portfolio management activities should be sent to:

HSBC Global Asset Management (France)
Client Management / Réclamations / Epargne Salariale
Immeuble « Cœur Défense »
110 espl. Du Général de Gaulle
75419 PARIS CEDEX 08

b. Your second point of contact

If you think it necessary, you can contact HSBC Global Asset Management (France) General Management, by writing to:

HSBC Global Asset Management (France)
Direction Générale
Immeuble « Cœur Défense »
110 espl. Du Général de Gaulle
75419 PARIS CEDEX 08

3. External recourse: the ombudsman at the Autorité des Marchés Financiers

If you deem our answer not satisfactory enough, you can contact the ombudsman at the French Autorité des Marchés Financiers (French financial markets regulator), by writing to:

Médiateur de l'AMF
Autorité des marchés financiers
17 place de la Bourse
75082 PARIS CEDEX 02

For information about mediation, please consult the AMF website under the "ombudsman" section at <http://www.amf-france.org/>.

4. Principles for handling complaints

HSBC Global Asset Management (France) is committed to handling complaints according to the principles set out below:

- Free of charge: the handling of complaints is free of charge. You must, however, pay for your own expenses and in particular postal, telephone and travel costs along with fees for consulting or from third parties from which you requested assistance
- Speed and compliance with handling timeframe: we will acknowledge receipt of your complaint within ten business days of such receipt by the above mentioned department. Complaint handling will not exceed two months from the receipt of your complaint by the above mentioned department, except if specific circumstances make it impossible to comply with this timeframe.
- Transparency: HSBC Global Asset Management (France) will communicate all information on the handling process you may request. Furthermore, we will keep you informed of any specific circumstances that may prevent us from answering you within the indicated timeframe.
- Efficiency and Impartiality: we have implemented an organization allowing us to ensure complaints are efficiently handled and each one is answered with a reasoned response.

The Complaints and Compliance departments use information technology resources to monitor complaints more effectively. Information recorded upon receipt of a complaint is restricted to usage by the departments concerned, but may be disclosed to comply with statutory or regulatory requirements.

As per articles 39 et seq. of French law No. 78-17 dated 6 January 1978 (amended in 2004) concerning electronic data processing and privacy, any person may ensure the disclosure and, where applicable, the rectification or deletion of information concerning him or her by contacting the Compliance department at HSBC Global Asset Management (France) - 110, esplanade du Général de Gaulle - Immeuble « Cœur Défense » - 75419 Paris Cedex 08.
