



## HSBC Financial Advice Provider Publicly Available Disclosure

This disclosure statement was prepared on 17 June 2022.

The Hongkong and Shanghai Banking Corporation Limited, incorporated in Hong Kong SAR, acting through its New Zealand branch (“**HSBC**”, “**we**”, “**our**” or “**us**”) holds a licence issued by the Financial Markets Authority to provide a financial advice service. It is a condition of HSBC’s licence that it can only provide financial advice in respect of HSBC products.

### Nature and Scope of Financial Advice Service

HSBC can provide financial advice on the following products provided by HSBC only (“**Products**”):

- HSBC Home Loans
- HSBC Savings Accounts
- HSBC Term Deposits

Individuals nominated by HSBC as its nominated representatives (known as “**HSBC Advisers**”) are engaged to give financial advice to HSBC’s customers on its behalf. Advice provided by HSBC Advisers is limited to the most suitable HSBC product for a customer based on the individual customer’s goals and objectives.

### Fees, Expenses or Other Amounts Payable

No fees, expenses or other amounts will be payable by customers or potential customers for the financial advice given by HSBC or its Advisers in relation to the Products.

### Conflicts of Interest and Commissions or Other Incentives

HSBC Advisers receive an annual salary from HSBC and may receive a variable bonus assessed by way of a balanced performance criteria. The variable bonuses are not based on volume-based sales of HSBC products and are assessed using considered discretion rather than applying a formulaic approach.

HSBC has an inherent conflict of interest in providing advice on its Products as it generates income from the sale of its Products. To manage any conflict of interest that may arise HSBC and its Advisers prioritise the customer’s interests above their own, following an advice process that ensures recommendations are made on the basis of the customer’s goals and financial circumstances. All HSBC Advisers undergo annual training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and any gifts (minor in nature) or incentives we may receive. We monitor these registers and provide additional training where necessary. We also perform an annual review of our compliance programme.

### Complaints and Disputes Resolution Process

If you have a complaint about HSBC, or your HSBC Adviser you can contact our Customer Relations Manager, or our call centre on **0800 80 23 80** / if calling from overseas, on **+64 9 368 8557** (international toll charges apply). Otherwise you can contact us using the contact details set out below.

Whichever avenue you choose, we will endeavour to acknowledge receipt of your complaint within 24 hours and will actively strive to provide a prompt resolution.

HSBC is a member of the Banking Ombudsman Scheme. If your complaint has not been resolved satisfactorily through our internal complaints procedures, you have the right to present your complaint to the Banking Ombudsman which is a free and independent service that can help to investigate or resolve your complaint.

You can contact the Banking Ombudsman at Freepost 218002, P.O. Box 25327, Featherston Street, Wellington 6146 or by emailing [help@bankomb.org.nz](mailto:help@bankomb.org.nz) or calling **0800 805 950/+ 64 4 915 040 400** if calling from overseas.

## Duties Information

HSBC and its Advisers are bound by the following duties

- meet the standards of competence, knowledge and skill set out in the code of professional conduct for financial advice services (“**Code of Conduct**”);
- give priority to the customers’ interests by taking all reasonable steps to ensure that the advice given to the customer is not materially influenced by HSBC’s own interests or the interests of any other person connected with the giving of the advice;
- exercise the care, diligence and skill that a prudent person engaged in the occupation of giving regulated financial advice would exercise in the same circumstances; and
- comply with the standards of ethical behaviour, conduct and client care set out in the Code of Conduct.

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at [www.fma.govt.nz](http://www.fma.govt.nz).

## Contact Details

Customer Relations Manager

HSBC

HSBC Tower, Level 21, 188 Quay Street

P.O. Box 5947,

Victoria St West,

Auckland 1142, New Zealand

Telephone: 0800 80 23 80

Email: [customerrelations@hsbc.co.nz](mailto:customerrelations@hsbc.co.nz)

A written copy of this disclosure statement can be obtained by request to: [customerrelations@hsbc.co.nz](mailto:customerrelations@hsbc.co.nz).