

## Product Guide

This Product Guide is a Supporting Document as defined under the Master Services Agreement, and forms part of the Relationship Documents. Customers are to read this Product Guide together with the Master Services Agreement, the India Country Conditions and all other Relationship Documents. Unless otherwise defined in this document, all capitalised terms used here shall have the meanings given to them in the Master Services Agreement.

### Business Current Account Propositions

This section is applicable only to Accountholders who avail one of the Propositions described below.

Proposition	Business Vantage Accounts	Business Select Accounts
Customer Segment	Business Banking Account for growth.	Commercial Banking Partnership.
Details	When you need solutions for a growing business, choose the Bank account that gives your business a superior service advantage. With a flexible financial package that includes a host of exclusive benefits and free services, Business Vantage Account from HSBC puts your business completely at an advantage!	Great partnerships lead to even greater rewards. That is why we at HSBC Business Select work with you every step of the way. Choose from a range of financial services and personalised commercial banking solutions that help you maximise your business potential, and give you the recognition you deserve.
Eligibility	Average quarterly balance of `100,000.	Average quarterly balance of `500,000.
Features and Benefits	<ul style="list-style-type: none"> <li> <b>Commercial Trade Services</b>  As our valued customer, you can enjoy our local expertise and global reach in handling your trade business, including a complete range of Business Banking products that would facilitate you in all your export and import transactions. These include Export and Import Collections, Documentary Credit (or Letter of Credit) issuing, advising and confirming, negotiation of your commercial Export Bills and Remittances. All this at competitive prices. For more information on our trade services, please <a href="#">click here</a>. </li> <li> <b>Free cheques payable at par</b>  With your Business Vantage/Select Account you get a 'cheques payable at par' facility across 23 cities in India. So your cheques are locally cleared across our branches, free of cost, making supplier payment problems a thing of the past! </li> <li> <b>Free Cashier's Orders</b>  Enjoy the benefit of free cashier's orders payable at any HSBC branch (link not working) in India. </li> <li> <b>Business Doorstep Banking</b>  Transact from the comfort of your cabin with Business Doorstep Banking. Cash, cheques and drafts can be picked up from or delivered to your office allowing you to save valuable time and money. </li> <li> <b>Commercial foreign exchange rates</b>  With our global network, we not only ensure that your foreign exchange transactions are seamless but also provide you with competitive rates on all your foreign exchange remittances routed through us. </li> </ul>	

- **Business debit card**

You can now apply for HSBC Business Debit Cards for your entity's authorised delegates in relation to your Business Current Account opened with HSBC. It allows the authorised delegates to have access to HSBC ATMs and ATMs affiliated to the Visa network, websites that accept Visa debit cards for online transactions and merchant outlets on Point of Sale (POS) terminals that accept debit cards for purchase. It also provides the latest security features as embedded Chip to protect your card from fraudulent usage, ATM PIN verification for your purchase transactions at merchant establishments on Point of Sale (POS) terminals and Verified by Visa service for secure online transaction. [Click here](#) for more information on HSBC Business Debit Card. [Click here](#) to locate an ATM near you.

- **Cluster deposits**

With cluster deposits, let the idle monies in your current account earn the interest rate of a term deposit while allowing you access to your funds. Ensuring best possible returns as well as liquidity.

- **Free personalised business cheque book**

As a Business Vantage/Select customer, you will have the benefit of a free personalised cheque book.

## **Designation of Account Propositions**

This section is applicable only to Accountholders who avail one of the Propositions described above.

We may allocate (but without any obligation to do so) one of the Account Propositions described in this Guide to an Accountholder holding an account, at the request of the Accountholder.

We may from time to time, at our sole discretion, vary or entirely withdraw any of the Account Propositions described in this Guide. We may also introduce new Account Propositions.

We will notify Accountholders of such changes using such means as we deem reasonable. The relevant changes, including any changes to the relevant account features, will become effective upon the Accountholder being so notified.

Each Account Proposition has a set of criteria and/or conditions that the Accountholder has to fulfil, and it is the Accountholder's sole responsibility to do so. If the Accountholder no longer meets those criteria or conditions, we may at our sole discretion move the relevant accounts to a different Account Proposition.

We will not be liable or responsible for any loss incurred by or inconvenience to an Accountholder as a result of any allocation, variation or withdrawal of an Account Proposition.

The withdrawal of an Account Proposition shall not in itself affect the use or operation of the Account(s) unless we specify otherwise.

## **Statements**

Statements will be sent electronically to the Accountholder on a monthly basis, to the email address designated by the Accountholder. Electronic statements are also available through our HSBCnet application (subject to the Accountholder applying for access to the same).

Accountholders must raise a specific request if they wish to opt for paper statements and/or advices.

## **Transactions and Banking Hours**

Banking hours are subject to change from time to time.

We may specify at our sole discretion a cut-off time for transactions (including deposits, withdrawals, transfers, and instrument purchases), up to which we are able to effect such transactions on the same business day. Transactions received after that time will be processed on the following business day irrespective of the banking hours of the branch.

We may communicate such cut off times, including any changes, in statements of account or in any other communication or posted on our website. We are not responsible for any losses, including loss of interest, or for any liability incurred/suffered by an Accountholder due to the operation of such cut-off times.

We may suspend the operation of an Account, including the processing of transactions, because of Compliance Activity or if the Accountholder has not complied with its obligations in relation to the Account.

For large withdrawals advance notice should be given at the branch.

## **Cheques**

Additional terms and conditions applicable to the use of cheques are printed on the inside back cover of the cheque book. Accountholders must comply with those terms and conditions when issuing cheques.

### **Cheque Books**

An application for a cheque book must be made on the appropriate requisition slip, duly signed by an authorised signatory. The signature must match the one that we hold on record for that signatory.

We reserve the right to refuse issuance of cheque books in the following circumstances:

- Where the relevant accounts are not maintained satisfactorily
- When an excessive number of cheques issued by the Accountholder are returned unpaid due to insufficient funds
- If the Accountholder has sufficient number of unused cheque leaves from the previous cheque book

Cheque books will either be available to the Accountholder at our counters or delivered directly to the Accountholder at their registered address.

Accountholders should keep all cheque books in a secure place at all times.

### **Handling of Cheques**

No alterations are allowed on a cheque under the image-based Cheque Truncation System (CTS).

Cheques will be returned unpaid if the drawer's signature differs from the one in our records. The same style and mode of signature as per specimen given to us must be adhered to.

Cheques, dividend warrants and other instruments in the name of the Accountholder will be collected but those in favour of payees other than the Accountholder will not be accepted for collection.

Stop cheque instructions should be given at the branch of account rather than at other branches.

## **Cheque Deposit Boxes**

In this section, 'item' or 'items' include cheques, warrants, payment warrants, and all other payment instruments as defined under the Negotiable Instruments Act.

We have appointed a service provider for collecting the items from Cheque Deposit Boxes ('CDBs'). The service provider collects the items from the CDBs and hands them over to us. We are responsible for the items only upon receipt of the same from the service provider.

We are not responsible for any loss and/or damage to items dropped in the CDBs if:

- The CDBs are damaged, opened or tampered with by unauthorised persons
- The CDBs or any items deposited in them are damaged as a result of force majeure, including without limitation, any act of God, strikes, lockouts, closures, riots, civil commotion, law, rule, regulation, embargo, moratorium, exchange restriction, unforeseen declaration of a public holiday, or any other cause of the nature beyond our reasonable control

The CDBs shall not be used for dropping cash and/or post-dated cheques. We will not be responsible for deposit of such post-dated cheques and/or cash deposits.

We will send items deposited in any CDB for clearing within the period as indicated on the box but not later than 2 business days from our receipt of the same from the service provider.