

Listening to Your Comments

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At HSBC Premier we are committed to providing you with a superior experience through the highest customer service standards and effective delivery of products and services that you need. We believe that your input is key to improve and develop our products and services. Whether you are providing feedback, making a suggestion or lodging any complaint, we sincerely want to hear from you. We will then do our best to make relevant improvements and aim to improve our products and/or services further. If you are not entirely satisfied with any aspect of our service, we will take steps where appropriate to prevent this from happening again.

How to Voice Your Opinion



At HSBC Premier Centre (Branch)

Your Relationship Manager at the HSBC Premier Centre is always happy to listen to your feedback and receive your opinion across all aspects of the Bank to improve our services and products. Additionally, all our staff including Branch Managers are also willing to listen to your voice and take immediate actions to completely make you satisfied with our service.



At HSBC Premier Call Centre

Our 24-hour HSBC Premier Call Centre <0120-777-268 (24 hours / 365 days, toll free)> also welcomes your precious feedback on our products and services. Your comments will be shared immediately with your Relationship Manager as well as related departments at the Bank. Your Relationship Manager will then contact you accordingly to see if there is anything to help you with.



Through the Internet

Our HSBC Premier Website <www.hsbcpremier.jp> can also be used to provide feedback, should you prefer to use the internet. Please click on the 'Contact Us' section to send us your views. You may either stay anonymous or specify a preferred contact method should you want us to revert with our findings from your valued feedback.



Customer Satisfaction Survey

HSBC Premier runs several independent surveys with all our customers to help gauge your satisfaction levels and understand aspects of our products and services that have delighted or disappointed you. These are also opportunities to provide your opinions to help us serve you even better.



Third Party Organization

Clearly, we always want to resolve any concern you raise with us immediately. In the unlikely event, however, where you are not satisfied with our final response, you have the right to refer your case to the "Ginko Torihiki Sodansho" <www.zenginkyo.or.jp/inquiry/clinic> near you.