

Account Disclosures - Qatar

The following are the disclosures which supplement the applicable Relationship Documents entered into between the Bank and the Customer. This is a Supporting Document and should be read together with the Qatar Country Conditions and all other Relationship Documents. These disclosures may be updated from time to time, and the latest version will be available at: <https://www.business.hsbc.com.qa/en-gb/qa/generic/download-centre>.

1 How to make a complaint

1.1 Upon notice from the Customer that the Bank has not delivered the standard of service the Customer expects or that the Customer believes there is an error in relation to any Account, the Bank will investigate the matters raised in such notice from the Customer and, where appropriate, take steps necessary to resolve such issues and prevent their recurrence.

1.2 Any notice referred to in the clause above shall be directed to the Bank's relationship manager in the first instance. If the Customer remains dissatisfied following the response received, the Customer can send a complaint to the Bank via the complaints and feedback section of the Bank's website available at: <https://www.business.hsbc.com.qa/en-gb/qa/generic/contact-us>.

2 Fees and Charges

The Bank's standard fees and charges are available at: <https://www.business.hsbc.com.qa/en-gb>.

3 Standard Interest Rates

The Bank's standard interest rates are available at <https://www.business.hsbc.com.qa/en-gb/qa/generic/standard-credit-interest-rates>.

4 Statements

The Bank will provide statements showing the payments into and from each Account through electronic channels, or to the address we have on our records for you. You are responsible for updating your contact details to ensure that you receive statements from us.

5 Privacy Notice

The privacy notice for corporate customers in Qatar (as amended from time to time) is available at: <https://www.business.hsbc.com.qa/en-gb/qa/generic/privacy-and-security>.

6 Account usage policy

Any of the Customer's accounts which do not involve actual debit or credit transactions for certain periods of time (one year for current accounts, and five years for term and call deposit accounts), and in respect of which accounts the Bank is unable to contact the Customer because the contact details the Bank holds on record for the Customer are no longer applicable (and the Bank has no other knowledge of the Customer's whereabouts), will be considered dormant accounts and placed under Qatar Central Bank supervision.

7 Cheques

(a) The Customer may stop a cheque, or withdraw the Customer's consent to a cheque being processed, provided that:

(i) the cheque remains un-presented;

(ii) the Customer accompanies the Customer's request to stop the cheque with a Police Report confirming that the cheque has either been lost or stolen; and

(iii) at least one working day has elapsed prior to the cheque being presented to the Bank through the Bank's clearing system.

(b) The Customer should be aware of the provisions of Article 357 of the Qatar Penal Law (No. 11 of 2004) which provides, in summary, that anyone who commits in bad faith the following acts:

(i) tenders a cheque without sufficient standing balance in the corresponding checking account to cover it;

(ii) withdraws from the corresponding checking account, after tendering a cheque, an amount which causes the account to have insufficient funds to cover the cheque when it is presented for payment;

(iii) instructs the issuing bank to stop payment of the cheque;

(iv) intentionally issues or signs a cheque in such a manner so as to prevent it from being paid; or

(v) endorses to, or gives a third party, a cheque payable to its bearer knowing that insufficient funds are in the checking account to cover its value, or that the cheque shall not be honoured for any other reason when presented;

shall be subject to imprisonment for a period of not less than three months (maximum three years), and/or a fine of not less than QAR 3,000 (maximum QAR 10,000).

(c) If the Customer writes cheques on accounts which have no or insufficient funds to cover such cheques when presented, the Bank shall be obliged to do one or more of the following:

(i) refuse to issue any further cheque books to the Customer;

(ii) request the return of the Customer's unused cheques;

(iii) impose progressive fines upon receipt of further returned cheques; and/or

(iv) close the Customer's Account.

The Bank is obliged to report returned cheque details to the Qatar Central Bank.

Regulatory Disclosure

HSBC Bank Middle East Limited Qatar Branch, P O Box 57, Doha, Qatar, regulated by Qatar Central Bank and lead regulated by the Dubai Financial Services Authority.