

HSBC Branches in Bangladesh

Gulshan	House No. SWG-2 (Corner of Road No. 5), Gulshan Avenue, Dhaka 1212
Baridhara	IK Tower, Ground Floor, Plot No. CEN A (2) North Avenue Gulshan 2, Dhaka 1212
Uttara	Atlanta Center, Level 1, Plot No.1, Road No. 1/A, Sector 4, Uttara, Dhaka 1230
Dhanmondi	House No. 352, Road No. 27 (Old), Dhanmondi, Dhaka 1205
Motijheel	Al-Haj Tower, Plot No. 82, Motijheel Commercial Area, Dhaka 1000
Chittagong GEC	Hosna Kalam Complex, Plot No. 3439, CDA Avenue East Nasirabad, Chittagong 4000
Chittagong Agrabad	Atlas Rangs Plaza, 7 Sheikh Mujib Road, Agrabad Commercial Area, Chittagong 4100
Call Centre	16240 (within Bangladesh) +88 096127 16240 (from overseas)
Email	contact@hsbc.com.bd
Website	www.hsbc.com.bd

Off-site ATM locations

Dhanmondi	Mumtaz Plaza, House No 07. Road No 04, Ground floor, Dhanmondi R/A, Dhaka
Kawran Bazar	Anchor Tower, 108 Bir Uttam C R Dutta Road, Dhaka 1205
Tejgaon	Shanta Western Tower, 186 Bir Uttam Mir Shawkat Ali Road (Tejgaon - Gulshan Link Road) Tejgaon I/A Dhaka 1208
Shantinagar	Twin Towers Concord, 27, 27/1 - 27/7 Chamelibagh, Shantinagar, Dhaka 1217
The Westin	The Westin Dhaka, Plot 1, Road 45, Gulshan-2, Dhaka 1212
Hotel Sonargaon	Pan Pacific Sonargaon, 107 Kazi Nazrul Islam Avenue Dhaka-1215
Mirpur	Hyperion Rose, Plot 61/1 and 61/2, Road 4, Block B, Section - 12, Mirpur, Dhaka
Bashundhara R/A	Bashundhara Convention Center-II Plot-56/A, Block-C, Bashundhara R/A, Dhaka-1229
Banasree	Plot C/33, Road 1, Block C, Banasree, Dhaka
Saint Martin Hotel	Hotel Saint Martin, 25-33 Shikh Mujib Road, Chittagong
Jamal Khan	Equity Millennium, 59 Jamal Khan Road, Chittagong
AEPZ	Adamjee Export Processing Zone, Adamjee Nagar, Siddirganj Narayanganj
DEPZ	Dhaka Export Processing Zone, Adjacent to SFB No. 01, Ganakbari, Savar, Dhaka
KEPZ	Zone Services Building, Ground Floor, North Patenga, Chittagong
CEPZ	Zone Service Complex (Ground Floor, Eastern Wing) CEPZ Bandar, Chittagong
CMEPZ	Comilla Export Processing Zone, Comilla



**We're here to get you
One step closer**

Our **Customer Service** welcomes your feedback and complaints so that we may ensure your satisfaction, and help you on your path to achieving your dreams.

Click www.hsbc.com.bd
Call 16240

HSBC 

HSBC is committed to ensuring that each of our products and services delivers as promised and that you are served in a fair and transparent manner. However, we also realise that there might be instances where our services are falling short of your expectations.

In order to correct such situations and to continuously improve our way of doing business, we look forward to your views, comments and feedback. Good or bad, we would like to know about your experience with us.

To lodge a complaint

If you have a complaint, please leave it with any branch staff at any HSBC branch in Bangladesh who will officially acknowledge receipt and will try to provide you a resolution at the earliest possible time.

If you need to escalate your concerns, feel free to use any of the channels mentioned below.

Call Centre

Call: 16240

(available from 9AM to 9PM everyday except on government holidays)

Email

For complaints: complaints@hsbc.com.bd

For feedback or suggestions:

contact@hsbc.com.bd

By Post / Courier

Customer Relations and Customer Experience

Management Office

Shanta Western Tower, Level 4

186 Bir Uttam Mir Shawkat Ali Shorok

Tejgaon I/A, Dhaka 1208, Bangladesh

Customer Feedback Box at HSBC branches in Bangladesh

If you are at one of our branches and do not wish to leave your complaint with our branch staff, you may drop your complaints in the Customer Feedback Box available at every branch.

You can also lodge your complaint through the channels mentioned below.

Financial Integrity and Customer Services Department (FICSD), Bangladesh Bank

Bangladesh Bank, Head Office:

Dial : 16236

Fax : 0088-02-9530273

E-mail : bb.cipc@bb.org.bd

Chittagong Office, Chittagong

Telephone : 88-031-616800

Mobile : 01557347089

Fax : 88-031-634776

Email : showib.chowdhury@bb.org.bd

Sylhet Office, Sylhet

Telephone : 88-0821-725459

Mobile : 01755534297

Fax : 88-0821-715687

Email : shafiqul.islam216@bb.org.bd