

## **HSBC MUTUAL FUND**

### **NOTICE CUM ADDENDUM TO STATEMENT OF ADDITIONAL INFORMATION OF HSBC MUTUAL FUND**

Investors are requested to note that following provisions shall be included under VII. Tax, Legal and General Information, C. General Information, 23. Investor Grievances Redressal Mechanism.

#### **Introduction of Online Resolution of Disputes**

Pursuant to SEBI Circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/ CIR/2023/131 dated July 31, 2023 read with SEBI Circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/ CIR/2023/135 dated August 04, 2023, common Online Dispute Resolution ('ODR') Portal has been established in order to harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

Investors are requested to note that with effect from September 16, 2023, investors can register complaints/disputes against all Market Participants for resolution on the Online Dispute Resolution ('ODR') Portal.

HSBC Asset Management (India) Private Limited (HSBC AMC) is under the ambit of specified intermediaries / regulated entity of the securities market, referred to as "Market Participant" for the purpose of the aforesaid circular. HSBC AMC has enrolled on the ODR Portal. Accordingly, investors are requested to note the following:

1. Disputes between Investors and HSBC AMC (including for any complaints/disputes arising on account of Mutual Fund Distributors of HSBC Mutual Fund /HSBC AMC) arising out of latter's activities in the securities market, will be resolved in accordance with the aforesaid circular and by harnessing online conciliation and/or online arbitration as specified in the aforesaid circular. HSBC AMC or the investors (or holders on account of nominations or transmission being given effect to) may also refer any unresolved issue of any service requests / service-related complaints for due resolution by harnessing online conciliation and/or online arbitration as specified in the aforesaid circular.
2. An investor shall first take up his/her/their grievance with HSBC AMC by lodging a complaint directly with HSBC AMC. If the grievance is not redressed satisfactorily, the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein. After exhausting these options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal.
3. Alternatively, the investor can initiate dispute resolution through the ODR Portal if the grievance lodged with HSBC AMC was not satisfactorily resolved or at any stage of the subsequent escalations mentioned in the paragraph 2 above (prior to or at the end of such escalation/s). HSBC AMC may also initiate dispute resolution through the ODR Portal after having given due notice of at least 15 calendar days to the investor for resolution of the dispute which has not been satisfactorily resolved between them.

4. The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in terms of the paragraph 2 above or SCOREs guidelines as applicable or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law. The dispute resolution through the ODR Portal can be initiated when within the applicable law of limitation (reckoned from the date when the issue arose/occurred that has resulted in the complaint/date of the last transaction or the date of disputed transaction, whichever is later).
5. The ODR Portal has necessary features and facilities to, inter alia, enroll the investors and HSBC AMC, to file the complaint/dispute and to upload any documents or papers pertaining thereto. The ODR Institution that receives the reference of the complaint/dispute shall appoint a sole independent and neutral conciliator from its panel of conciliators. Investors are requested to refer to SEBI Circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/ CIR/2023/131 dated July 31, 2023 and SEBI Circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/ CIR/2023/135 dated August 04, 2023 for details on conciliation and arbitration proceedings. Investors are also requested to refer the said SEBI circular for details on fees for conciliation process/ arbitration process. The said circulars along with the link to ODR portal viz. <https://smartodr.in> are also made available on our website for your ready reference and complete understanding.

This Notice-cum-Addendum forms an integral part of SAI of HSBC Mutual Fund, as amended from time to time. All other terms and conditions except as mentioned above, of HSBC Mutual Fund remain unchanged.

**(Investment Manager to HSBC Mutual Fund)**

**Sd/-  
Authorised Signatory  
Mumbai**

**Date: September 15, 2023**

**Mutual Fund investments are subject to market risks, read all scheme related documents carefully.**

HSBC Asset Management (India) Private Limited, 9-11 Floors, NESCO IT Park, Building no. 3, Western Express Highway, Goregaon (East), Mumbai – 400 063, India.

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