

Dear Investor,

Thank you for visiting our Investor Service Centre. We request you to spare a few minutes to share your experience with us. We are committed to delivering quality service to our customers and your feedback is valuable in identifying areas for improvement.

| 1 | PERSONAL DETAILS | | | | | |
|----|--|--|--|--|--|--|
| | FIRST UNIT HOLDER NAME | | | | | |
| | Mr Ms M/s | | | | | |
| | Folio No. Date of Visit: D D M M Y Y Y Y City | | | | | |
| | Email ID: Mobile | | | | | |
| | Investor Service Centre Executive's Name: | | | | | |
| 2 | WAS THIS YOUR FIRST VISIT TO OUR INVESTOR SERVICE CENTRE? | | | | | |
| | Yes No | | | | | |
| | If yes, was it easy to locate us? No | | | | | |
| 3 | HOW SOON DID OUR INVESTOR SERVICE CENTRE EXECUTIVE ATTEND TO YOU AFTER YOU ARRIVED AT OUR OFFICE? | | | | | |
| | Less than 3 minutes 3 - 5 minutes Over 5 minutes | | | | | |
| 4 | WHAT WAS THE PURPOSE OF YOUR VISIT? | | | | | |
| | To know more about our products | | | | | |
| | For information on your investments | | | | | |
| | To submit a transaction form Any others, please specify | | | | | |
| 5 | PLEASE RATE YOUR EXPERIENCE AT OUR INVESTOR SERVICE CENTRE ON THE FOLLOWING PARAMETERS | | | | | |
| ິນ | Excellent Good Average Needs Improvement | | | | | |
| | 1. Courtesy | | | | | |
| | 2. Ability to understand your needs | | | | | |
| | 3. Responsiveness to your needs | | | | | |
| | 4. Quality of communication | | | | | |
| | 5. Speed of resolution | | | | | |
| 6 | DID THE INVESTOR SERVICE EXECUTIVE INFORM YOU ABOUT THE SELF SERVICE DIGITAL TRANSACTION OPTIONS? | | | | | |
| | Yes No Opted | | | | | |
| | Online transaction portal Mobile App - Invest Xpress | | | | | |
| | 3. Chatbot and Whatsapp Services | | | | | |
| | 4. Contact centre and Toll free numbers | | | | | |
| 7 | HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE AT THE INVESTOR SERVICE CENTRE? | | | | | |
| | Delightful Satisfactory Not Satisfactory | | | | | |
| | Suggestions for improvement, if any | | | | | |
| | | | | | | |
| | | | | | | |
| 8 | WOULD YOU RECOMMEND US AND OUR PRODUCTS TO YOUR FAMILY AND FRIENDS? | | | | | |
| | Definitely Yes Maybe Definitely No | | | | | |
| 9 | WOULD YOU LIKE TO REFER ANY OF YOUR FAMILY OR FRIENDS TO US? | | | | | |
| | | | | | | |
| | 1. Name: Mobile: Email ID: | | | | | |
| | 2. Name: Email ID: | | | | | |
| | 3. Name: | | | | | |
| 10 | BASED ON YOUR EXPERIENCE TODAY, HOW LIKELY ARE YOU TO RECOMMEND HSBC MUTUAL FUND TO YOUR FAMILY & FRIENDS? | | | | | |
| | Not at all Likely Extremely Likely | | | | | |
| | | | | | | |
| | 1 2 3 4 5 6 7 8 9 10 | | | | | |
| | Thank you for your valuable feedback. | | | | | |

CALL US AT

Please visit our website www.assetmanagement.hsbc.co.in for an updated list of Official Points of Acceptance of HSBC Mutual Fund. Please visit www.camsonline.com for an updated list of Official Points of Acceptance of our Registrar/Transfer Agent: Computer Age Management System.

TOLL FREE NUMBERS

| Description | Investor related queries | Distributor related queries | Online related queries | Investor (Dialing from abroad) |
|------------------|--------------------------------------|-------------------------------------|---------------------------------|--------------------------------------|
| Toll Free Number | 1800-4190-200/1800-200-2434 | 1800-419-9800 | 1800-4190-200/1800-200-2434 | +91 44 39923900 |
| Email ID | investor.line@mutualfunds.hsbc.co.in | partner.line@mutualfunds.hsbc.co.in | onlinemf@mutualfunds.hsbc.co.in | investor.line@mutualfunds.hsbc.co.in |