

HSBC Bank plc – Israeli Branch Customers Complaints reports

Customers Complaints reports for the reporting period: 01.01.16 - 31.12.16

Number of complaints received/handled during the reporting period

	<u>Received</u>	<u>Handled</u>
Customer's Complaint no.	7	7
Queries for receiving information	-	-

Customer's Complaints segmentation by timeframe for final answer

	1-15	16-30	31-45	46 and more
Customer's Complaints no.	3	2	2	
%	44%	28%	28%	

Customer's complaints Segmentation by themes

Theme	Customers complaints no.	%
Payments system	1	14%
Current Account	6	86%

Customer's Complaints Segmentation by resolution

	Justified Complaints	Unjustified Complaints	Resolution without setting position	Customer's complaints which are not authorized to be handled by the Ombudsman
Customer's Complaints no.	1	6	-	-
%	14%	86%	-	-