



## Associate Relationship Manager Frequently Asked Questions

**Why do I no longer have a dedicated, named Relationship Manager? What's the difference between? Is there any reduction in HSBC Premier charges, now I no longer have a dedicated, named Relationship Manager?**

No – service charges remain the same as you still have access to all Premier benefits.

Instead of one Relationship Manager, you now have direct access to a team of Associate Relationship Managers who are well suited and qualified to meet your financial and banking needs.

They will help you in much the same way as your Relationship Manager did - supporting you with all your complex banking needs, such as planning for your future and managing your wealth.

If you need any other services such as investment or mortgage advice, our Associate Relationship Managers will refer you to a Relationship Manager or a dedicated team of experts who can assist you. If you would like to speak to any of these experts, they will arrange a meeting for you.

**What do I need to do to have a dedicated, named Relationship Manager again?**

If you wish to have a dedicated named Relationship Manager, you will need to increase the balance that you hold with HSBC Premier to \$200k.

**Will I speak to a different person every time I get in touch with HSBC Premier?**

Your queries will be handled by a team of Associate Relationship Managers. While each of your queries will be handled by the members of the team, you will speak to the same person until that journey has been resolved or completed. The next time you get in touch, you may speak to a different person who will manage that journey. However, our team is equally qualified to support you, and they will also have access to your previous discussions – so you can rest assured all your needs will be met.

**I used to write to my Relationship Manager. What correspondence address can I use to communicate with the Associate Relationship Management team?**

ARMteam@hsbc.bm