

25th April 2010

Dear Sir or Madam,

As a valued HSBCnet customer, we are pleased to inform you of our new HSBCnet Helpdesk contact details for timely resolution of your technical and payment related HSBCnet queries, effective 23rd May 2010.

For prompt and reliable HSBCnet support please call us between Sunday and Thursday from 7:00 to 16:00 local time on 8000 1771, "Option 3" (Within the Kingdom of Bahrain) or +973 17569639 (Outside the Kingdom of Bahrain). Alternatively, you can also email your queries to [hsbcnetbhhelpdesk@hsbc.com](mailto:hsbcnetbhhelpdesk@hsbc.com).

Our dedicated HSBCnet Helpdesk will deliver an improved quality of service to enhance your experience with the support of well trained and experienced client service officers. The notable benefits include:

- A single point of contact for all HSBCnet related queries
- Improved speed for answering of calls
- Efficient processing of service requests
- Timely resolution of queries raised
- A longer service window

The HSBCnet Helpdesk will support you on a range of services including:

- HSBCnet channel support – general training and navigation, account services activity log inquiry, password and security device reset, statement download
- Account management and maintenance – modify signature limits, maintain favourite accounts, account grouping
- HSBCnet payment queries – investigation requests, queries on different payment types, set-up of payment templates
- File upload enquiry – basic level technical support
- Documentation – help you fill in forms for HSBCnet set-up and maintenance

For urgent technical and payment related HSBCnet queries, please contact the above telephone number. Please note queries made to previously advised contact details will not be processed after the effective date of 23rd May 2010.

For more information, feel free to contact your Relationship Manager or the HSBC Corporate Service Centre on 17569999, "Option 3" (Within the Kingdom of Bahrain) or +973 17569495 (Outside the Kingdom of Bahrain).

Thank you for using our HSBCnet services.

Sincerely,

Hassan Hassan  
Manager, Global Payments and Cash Management  
HSBC Bahrain

**HSBC Bank Middle East Limited**

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