

# Sultanate of Oman Account Disclosures

## Account Disclosures – Sultanate of Oman

The following are the disclosures which supplement the applicable Relationship Documents entered into between the Bank and the Customer. This is a Supporting Document and should be read together with the Oman Country Conditions and all other Relationship Documents. These disclosures may be updated from time to time, and the latest version will be available at: <https://www.business.hsbc.co.om/en-gb/om/generic/download-centre>

### 1. How to make a complaint

1.1 Upon notice from the Customer that the Bank has not delivered the standard of service the Customer expects or that the Customer believes there is an error in relation to any Account, the Bank will investigate the matters raised in such notice from the Customer and, where appropriate, take steps necessary to resolve such issues and prevent their recurrence.

1.2 Any notice referred to in the clause above shall be directed to the Bank's relationship manager in the first instance. If the Customer remains dissatisfied following the response received, the Customer can send a complaint to the Bank via the complaints and feedback section of the Bank's website available at: <https://www.business.hsbc.co.om/en-gb/om/generic/contact-us>

### 2. Fees and Charges

The Bank's standard fees and charges are available at: <https://www.business.hsbc.co.om/en-gb>

### 3. Standard credit interest rates

The Bank's standard credit interest rates are available at: <https://www.business.hsbc.co.om/en-gb/om/generic/standard-credit-interest-rates>

### 4. Cheques

4.1 The Customer should be aware of the provisions of Article 356 of the Omani Penal Law (Royal Decree 7/ 2018) which provides in summary that a penalty of imprisonment for a term of not less than one month and not more than two years and a fine of not less than 100 Omani Rials and not more than 500 Omani Rials shall be imposed on:

- (a) Any person who writes a cheque with insufficient funds to cover such cheque or the Account is closed;
- (b) Any person who withdraws all or some of the funds from an account after giving a cheque in a way that leaves insufficient funds to cover the amount of the cheque;
- (c) Any person who instructs the drawee not to honour a cheque;
- (d) Any person who writes or signs the cheque in a way that prevents it from being honoured;
- (e) Any person who endorses or delivers a bearer cheque to another, knowing that there are not sufficient funds in the applicable Account to cover the full amount of the cheque, or that the cheque cannot be honoured.

4.2 In all cases, the court shall, at the request of the concerned parties, require the convicted person to pay the value of the cheque and the expenses borne by the beneficiary

4.3 Article 357 of the Omani Penal Law which states that any person who receives or causes another person to receive a cheque, knowing that there are insufficient funds exist to honour it in full, or that it cannot be honoured shall be punished by imprisonment for a term of not less than one month and not more than one year, and a fine of not less than 500 Omani Rials and not more than 1,000 Omani Rials, or one of these two penalties

### 5. Bank Deposit Insurance Scheme

The Customer should be aware of the Banking Deposit Insurance Scheme (regulated by Royal Decree 9/95) which provides Customers with deposit coverage with a current reimbursement ceiling of 20,000 Omani Rials. The deposits shall be eligible for compensation if they are savings deposits, current accounts, call deposits, time deposits, Government deposits, trust and pension funds deposits, and other deposits as specified by the Central Bank of Oman from time to time.

### 6. Statements

The Bank will provide statements showing the payments into and from each Account through electronic channels, or to the address we have on our records for you. You are responsible for updating your contact details to ensure that you receive statements from us.

### 7. Account usage policy

7.1 In accordance with instructions by our Regulator in Country, we are obliged to advise you that all your Accounts which do not involve any actual debit transactions for 12 months, and in respect of which Accounts we are unable to contact you because the contact details we hold for you on file are no longer applicable (and we have no other knowledge of your whereabouts), will be considered dormant accounts and may be blocked (after one year for all Accounts), where applicable.

7.2 An Account may become regarded as dormant even if we hold other active accounts in your name (or in the same legal title). In the case of a dormant Account, we will be entitled to deal with the account as prescribed by the Regulator in the Country and in accordance with our policy.

7.3 Accounts that continue to remain inactive for a period of 24 months will be considered as unclaimed and the Bank will be entitled to close such Accounts after providing you with a 60-day notice period.

### 8. Contact us

- Visit one of our Branches, our Client Service Unit, and/or meet with your relationship manager.
- Write to us at HSBC Bank Oman SAOG, Client Service Unit (Wholesale Banking), PO Box 1727, Postal Code 111, CPO Seeb, Sultanate of Oman.
- Call your relationship manager.
- Visit us on our website at [www.hsbc.com.om](http://www.hsbc.com.om).

### 9. Regulatory Disclosure

HSBC Bank Oman S.A.O.G., Regulated by the Central Bank of Oman and Capital Market Authority of Oman.  
Commercial Registration Number: 1080849, Tax Card Number 8089567, incorporated in the Sultanate of Oman.