

[address]
24 Mar 2016

HSBC Account Services Department
1st floor, Tower 2, HSBC Centre,
1 Sham Mong Road, Kowloon, Hong Kong.

Dear Sirs

Re: [Company xxx] Ltd account 593-xxxxxx-xxx, transfer of balance

1. I request the transfer of the entire balance of the company account to my personal Premier account:

Bank: HSBC Pacific Place branch
Account number: 593-xxxxxx-xxx
Account name: xxx

- and a written confirmation of the transfer; and of the changes in balance since the last statement dated May 2014.

2. For the record, this is because you tell us that you have closed this account,

- with no effective notice, after sudden information demands which arrived here after your deadline, and to which we responded on the day of receipt,
- as you sent the two notice letters by snail mail to [xxx], rather than the correspondence addresses used by HSBC since inception and subsequently
- and made no attempt to contact me or other authorised persons at the company's correspondence address, or through telephone, or e-mail (you have many alternatives on record, all current),
- and made no attempt to avoid bouncing cheques, or to ensure continuity of banking services; or to advise on the balance (we have requested statements repeatedly), or to assist access to our funds,
- and made no attempt to help us ascertain the status in any timely fashion, so required us to incur many fruitless man-days of effort and considerable cost,
- and have acknowledged that HSBC was in error, but will do nothing to reactivate this account or assist us to open another,
- despite the substantial size of the related accounts held with you over many decades,
- and have been quite extraordinarily inefficient in your repeated requests for unchanged information, inability to follow instructions, and erratic / inconsistent communications.
- part of which was documented in my letter of 16 Feb 2016, and subsequent e-mails,
- and is echoed in appalling stories from other long-standing clients around the region (individual entrepreneurs, SMEs, and listed companies)
- none of which inspires any confidence in the ongoing reliability or prosperity of a bank which was truly excellent when I opened my first personal account in the 1980s and the regional, corporate and fund accounts in the 1990s.

If traditional banking services are no longer of interest to HSBC, I would urge you to exit in orderly fashion, rather than destroying your core business and causing so much collateral damage to Asian business.

Yours faithfully,

xxx
Director