

# Global Liquidity and Cash Management

## Client Service Fact Sheet



April 2018

# GLCM Client Service Germany – Fact Sheet

## Day to Day Customer Care by Dedicated Product Relationship Management

### Client Service Offering

#### General Client Outreach and Support

German account related queries/Billing

Payments & Collections

Liquidity Services

Channels/Electronic Banking

General Service Requirements



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#### Contact details

##### Account Related Queries

##### EBICS related Queries

E-Mail: [glcmcs@hsbc.de](mailto:glcmcs@hsbc.de)  
Telephone: +49 211 910-3777

##### HSBCnet Related Queries

E-Mail: [hsbcnet.support.germany@hsbc.de](mailto:hsbcnet.support.germany@hsbc.de)  
Telephone: +49 211 910-1777

##### Minimum Servicetime

8.00h – 17.00h  
on banking workdays