

**Private and Confidential**

Heena Kishore  
Tempo House  
15 Falcon Road  
London  
Greater London  
SW11 2PJ

12 January 2017

Our Ref: V 0170 1170  
Your Ref: V 0170 1170  
FOS Ref: 1170 1170

Dear Sirs

Re:

**HSBC Cardholder Repayment Protector:**

I write further to your recent correspondence with the Financial Ombudsman Service.

In view of my findings, to ensure that this matter has not financially disadvantaged your client, I am making a payment to their account in the sum of **£3,458.52**. This figure will effectively return your client to the position in which they would have been had they not had PPI, by repaying the protection premiums your client has paid along with the interest which they have paid on those premiums, and additional compensatory interest. Please note that this payment was made without admission of liability.

Please see the enclosed 'Explanation of Calculation' for details of how this figure has been arrived at, along with information about the tax treatment of the redress.

HM Revenue and Customs (HMRC) legislation obliges us to deduct income tax at the basic rate from any interest amount we pay. Interest has, therefore, been paid after the deduction of basic rate tax at 20%. If your client is a higher rate taxpayer they may have to pay additional tax. If your client is a non taxpayer they may be able to claim this back by completing a form R40 (or form R43 if living overseas) and sending it to HMRC. The interest paid will count towards your client's Personal Savings Allowance. If your client has any tax queries please advise them to contact their local tax office.

Details of the payment are shown on the Advice of Credit form enclosed.

**Please forward the attached 'Advice of Credit' form to your client as this provides them with a breakdown of the calculation which may be required for tax purposes.**

Yours faithfully



Vicky Stante  
**Senior PPI Operations Manager**

Encls: Advice of Credit  
Explanation of Calculation

**HSBC Bank plc,**  
PPI Complaints, PO Box 6177, Coventry CV3 9HP  
Tel: 03457 404404 Fax: 01179 296655