[**Hon Kong and Shanghai Banking Corporation**](https://en.wikipedia.org/wiki/Hongkong_and_Shanghai_Banking_Corporation) **Limited (HSBC).**

**Risk Register**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk ID** | **Risk** | **Asset owner** | **Impact** | **Raw** | **Raw impact** | **Raw risk** | **Treatment** | **Treatment cost** | **Treatment probability** | **Treatment impact** | **Target risk** | **Current risk** | **Notes** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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**[Hon](https://en.wikipedia.org/wiki/Hongkong_and_Shanghai_Banking_Corporation)** [**Kong and Shanghai Banking Corporation**](https://en.wikipedia.org/wiki/Hongkong_and_Shanghai_Banking_Corporation) **Limited (HSBC).**

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| --- | --- | --- | --- | --- | --- | --- |
| **Customer Satisfaction Survey Form** | | | | | | |
| Period:  Customer Name:  Survey Date:  Name of Representative and Designation:  Representative Signature & Company Seal:  Tick Mark the Appropriate Option: ( ) | | | | | | |
| **Sr. No** | **Elements** | **A** | **B** | **C** | **D** | **E** |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer complaints register** | | | | | | | |
| **Date** | |  |  | | --- | --- | |  | **Customer** | | **Item Name & No** | **Complaint Details** | **Complaint function** | **Correction** | **Root Cause** | **Corrective Action** |
|  |  |  |  |  |  |  |  |
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