

DIABETES OUTREACH PREVENTION PROGRAMMES INTERNATIONAL

Our Mission is dedicated to provide education on prevention, early diagnosis and access to treatment of diabetes in the UK and worldwide. Over the last financial year, we raised public awareness of the importance early recognition and treatment of diabetes and its complications.

We organised a series of outreaches in Walthamstow and White Chapel all in London to support people living with diabetes by distributing free blood sugar monitors, this has helped many to detect early diagnosis. We also promote simple lifestyle changes and optimal care to help delay and prevent complications. We at DOPPSI are committed to providing information support and advise to help people who live with diabetes.

We were privilege to get a stand at the Diabetes professional Conference and the Health plus Care Conference at Excel London to promote, educate and inform people from all walks of life.

Even though there were a lot of challengers and financial constraints this financial year, we managed to serve our community well with our little resources. We sincerely believe that there is a bright future ahead of us and the sky is the limit.

Signed by:

Frank Addai (Trustee)

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Date:

I am writing to complain about that the experience I had in trying to open a bank account for our charity, Diabetes Outreach Prevention Programmes International (DOPPSI). I was puzzled to hear that "HSBC does not have appetite for our business". A charity that provides education, training and outreach programs that are focused on prevention, treatment and

rehabilitation of persons whose life has been impacted by diabetes. I still cannot believe that decision and the rationale for that decision taken by HSBC.

I started filling out the application form on ...

My colleagues were asked to complete their part of the verification which they duly did and completed by on or around 26th December 2019.

I was asked to attend an interview on the 4th Feb which I attended with one of the key members of the charity. We answered all questions asked and provided all the documents requested as well as our signatures. We were told that we will hear from you within 2 weeks.

After 3 weeks of not hearing from you, I asked the gentleman with whom I attended the interview to call to enquire about the outcome of the application, only to be told that there was no record of us attending the interview and all that was on the system was an interview booked. The customer service assistant who handled the call insisted that we had not attended the interview. She reluctantly obliged to send an email for the gentleman we went to see for the interview to check why the notes were not showing on the system and to get in touch with us.

The gentleman did get in touch with my colleague with a telephone call to tell him that, the application had been unsuccessful 'HSBC does not have appetite for our business.

I have opened a charity account with HSBC before, my colleague too has personal accounts with HSBC. I find the whole process fishy and would like to lodge a formal complaint for our application to be reviewed.

I look forward to hearing from you soon.

Kind Regards,

Anna Vanderpuye