

13 April 2022

HSBC TO RESUME NORMAL BANKING SERVICES ACROSS MOST BRANCHES

Effective Tuesday, 19 April 2022, HSBC will resume normal operation and service hours for most retail branches¹ and all Business Centres.

Banking hours for retail branches will be from 9:00am till 4:30pm or 5:00pm on weekdays², and till 1:00pm on Saturdays³. Business Centres open between 9:00am and 5:30pm from Monday to Friday.

To safeguard the health and safety of employees and customers, HSBC will continue to implement temperature screening and require visitors to put on a surgical mask at all its premises. Tickets will be distributed at branches to control traffic if needed.

The Bank will continue to closely monitor the situation and adjust its operation plan when appropriate.

Customers are advised to take advantage of HSBC's mobile banking, internet banking, phone banking or self-service banking terminals for the Bank's full range of services 24/7.

For enquiries about HSBC branch services, customers can contact the Bank through its 24/7 instant messaging function on HSBC website, Mobile and Online Banking. They may also call or WhatsApp the Bank on 2233 3000 (retail customers) or call 2748 8288 (commercial customers).

Latest arrangements of HSBC branch operation can also be found at <https://www.hsbc.com.hk/important-notices/>.

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Note to editors:

1. All the 13 HSBC Day & Night Plus, three mobile branches, Cathy Pacific City Branch, Hong Kong International Airport Premier Centre, and Regal Airport Hotel Premier Centre, are closed temporarily until further notice
2. Cheung Chau Branch opens 9:00am to 4:15pm Monday to Friday, and 9:00am to 1:00pm on Saturdays; Peng Chau Branch opens on Mondays, Wednesdays, and Fridays from 8:30am to 4:15pm; Silvermine Bay Branch opens from 8:30am to 4:15pm on weekdays except Wednesdays; Yung Shue Wan Branch opens from 8:30am to 4:15pm Tuesdays, Thursdays and Fridays; Commercial Service Centres at Bonham Strand, Cheung Sha Wan, Haiphong Road and Wan Chai open from 9:30am to 5:00pm on weekdays and closed on Saturdays
3. Peng Chau Branch, Silvermine Bay Branch, Yung Shue Wan Branch, University of Hong Kong Branch are closed on Saturdays

The Hongkong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,958 billion at 31 December 2021, HSBC is one of the largest banking and financial services organisations in the world.

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