

News Release

9 March 2017

INTRODUCING DAY & NIGHT PLUS AND THE SECOND MOBILE BRANCH *Serving more remote areas to provide general banking services*

HSBC announced today the opening of the first “Day & Night Plus”, a new service delivery channel to fulfil the basic banking needs of the community.

With the “Day & Night Plus”, customers can use the self-service machines, which operate 24 hours a day, while they can also enjoy a personal service provided by the General Banking Officers during banking hours. The first “Day & Night Plus” is located at Shui Chuen O Estate, Shatin.

Helen Wong, Chief Executive, Greater China, HSBC and Greg Hingston, Head of Retail Banking and Wealth Management, Hong Kong, HSBC officiated the opening ceremony today.

“We are proud to introduce this new service delivery channel for the community. Our branch network is an integral part of our multi-channel distribution offering, complementing our self-service banking facilities, phone banking, internet and mobile banking services,” said Helen at the opening ceremony. “The Day & Night Plus will enhance our ability to support the basic banking needs of our customers, especially in more remote areas.”

HSBC also announced today the second Mobile Branch of HSBC will start serving the local community on Monday, 3 April. This comes after the bank launched its first Mobile Branch last year. With another Mobile Branch joining the fleet, the number of public housing estates covered by Mobile Branch will increase to 12.

HSBC is continuing to significantly invest in enhancing customer experience; simplifying banking processes, delivering operational efficiencies and better meeting customers’ changing needs. The bank will continue to review its branch network from time to time to ensure it is aligned with customer demand.

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This information is issued by

**The Hongkong and Shanghai Banking
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Notes to Editor

HSBC Mobile Branch Weekly Service Schedule:

Service Day ¹	Service Hours ²	Locations
Monday	9 am to 5 pm	Kwai Luen Estate, Kwai Tsing Wing Cheong Estate, Cheung Sha Wan, Sham Shui Po
Tuesday		Shin Ming Estate, Tiu Keng Leng Tai Hang Tung Estate, Sham Shui Po
Wednesday		Mei Tung Estate, Wong Tai Sin Yan On Estate, Sha Tin
Thursday		Tin Heng Estate, Tin Shui Wai Lam Tin Estate, Kwun Tong
Friday		Lei Yue Mun Estate, Kwun Tong Hoi Lai Estate, Lai Chi kok, Sham Shui Po
Saturday	9 am to 1 pm	Cheung Shan Estate, Tsuen Wan Tung Wui Estate, Wong Tai Sin

HSBC Mobile Branch Service Scope:

- Cash withdrawal (HKD and RMB) ³
- Cash deposit ³
- Cheque deposit
- HKD funds transfer ³
- Cheque book request
- Account statement request
- ATM card change PIN request
- Bill payments
- Charity donation
- Passbook update
- Account enquiries
- Credit card account enquiries
- Credit card repayment
- Credit card cash advance
- Phone banking PIN reset
- Phone banking service activation
- MPF account enquiries
- Card language change

- Account opening and closure
- Overseas withdrawal limit (including cash advance) setting
- Single trip travel insurance purchase
- Personal instalment loan redraw

1. No service on public holidays.
2. There will be special arrangements for service hours when the black rainstorm or typhoon signal No.8 or above is hoisted.
3. Daily maximum limits apply.

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The Hongkong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group, which serves more than 37 million customers through four global businesses: Retail Banking and Wealth Management, Commercial Banking, Global Banking and Markets, and Global Private Banking. The Group serves customers worldwide from around 4,000 offices in 70 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US\$2,375bn at 31 December 2016, HSBC is one of the world's largest banking and financial services organisations.

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