

9 January 2020

HSBC LAUNCHES BANKNOTE EXCHANGE SPECIAL ARRANGEMENTS FOR CHINESE NEW YEAR

HSBC announced today the special arrangements for banknote exchange ahead of Chinese New Year. From 14 to 21 January 2020, all HSBC's branches¹ will open one hour earlier at 8:00am to accommodate higher demand for banking services.

Greg Hingston, Head of Retail Banking and Wealth Management, Hong Kong, HSBC, said, "With deep roots in Hong Kong, HSBC understands the importance of 'Lai See' as part of Chinese New Year traditions to show appreciation, spread good luck and connect with friends and families. We are always committed to providing high standard of banking services. Through our special arrangements, HSBC hopes to be part of this enduring culture by helping customers to obtain new banknotes to prepare Lai See more efficiently and conveniently."

In addition, a queue management system will be introduced in 13 branches² so that elderly customers can wait at dedicated seating areas with their tickets instead of lining up in front of the service counters. Customers with reduced mobility can also visit one of our 60 branches with barrier free banking services, including wheelchair accessible counters and meeting rooms – an increase from 41 branches a year earlier.

To speed up the exchange process, the Bank will continue to set up express counters to offer ready packs of brand new notes, comprising 100 pieces of HKD20 banknotes and 20 pieces of HKD50 banknotes with a total value of HKD3,000. The packs are also available in good-as-new notes as the Bank encourages customer to support environmental protection.

For HSBC Jade customers pre-ordering of banknotes through their Jade directors is available now and for HSBC Premier customers, they can pre-order banknotes through their relationship managers 10 business days in advance to ensure the availability of brand new notes and collect at their preferred time and location.

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Notes to editors:

1. From 14 to 21 January 2020, all branches across the network will open at 8:00am except outlying islands, Day & Night Plus, Commercial Service Centre and mobile branches.
2. The 13 branches with queue management system and dedicated seating area for aged customers include Aberdeen Centre, Causeway Bay, Chai Wan, Hay Wah Building, Kwun Tong, Lok Fu, Tai Yau Street, Waterloo Road, Citywalk, Kwai Chung, Maritime Square, Tuen Mun Town Plaza, Yuen Long.

The Hongkong and Shanghai Banking Corporation Limited

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