

26 March 2020

**HSBC MAKES READY
FOR SPECIAL 100% LOAN GUARANTEE UNDER
THE SME FINANCING GUARANTEE SCHEME**

- * Proactive outreach to over 100,000 Hong Kong SMEs **
- * HSBC's proprietary SME community platform **
- * Zoom tutorials to guide SMEs through application process **
- * Multiple document collection points across HSBC branch network **
- * Dedicated SFGS service hotline **
- * A dedicated taskforce of over 100 operational staff **

HSBC announced today a series of arrangements to simplify and speed up the application of the Special 100% Loan Guarantee under the HKSAR Government's SME Financing Guarantee Scheme (SFGS).

HSBC welcomes the comprehensive financing package introduced by the Government to cushion the blow from COVID-19 on SMEs. It will make full use of its digital capabilities, extensive branch network and understanding of businesses' needs to offer as much support as possible.

Starting next week, the Bank will reach out to over 100,000 Hong Kong SMEs through its digital platform and provide more information about the scheme. Other support measures, to be rolled out in phases, aim to make loan application easier for SMEs, while minimising travel and meeting given the current situation.

Diana Cesar, Chief Executive, Hong Kong, HSBC, said: "HSBC is committed to standing alongside SMEs in Hong Kong during this difficult time. As a staunch supporter of the business community in Hong Kong, we are making every effort to provide prompt and flexible assistance to SMEs."

Terence Chiu, Head of Commercial Banking, Hong Kong, HSBC, said: "HSBC has received many related customer enquiries since the scheme was approved last week. We are pulling resources to prepare for the launch of this special scheme in full swing in anticipation of the very high demand from SMEs. The additional support during this difficult period is made possible by a wide range of digital capabilities and extensive work from home arrangement in operation. This initiative dovetails with our earlier HKD30 billion package designed to relieve liquidity pressure on some of Hong Kong's key business sectors."

- ***Proactive outreach to over 100,000 Hong Kong SMEs through digital platform***

Recognising the importance of timely information for businesses to prepare their applications, HSBC will proactively reach out to over 100,000 SMEs through its digital platform starting next week. SMEs can also indicate their interest online for HSBC to provide further update and support.

The Bank will also reach out to different business associations to keep their members informed on latest updates.

- ***HSBC's proprietary SME community platform***

To better connect SMEs and strengthen the business community in the present challenging times, a brand new platform will soon be unveiled. Members will be able to exchange business insights and access resources such as useful tips on the 100% Loan Guarantee under SFGS, as well as participate in online networking opportunities.

- ***Webinars and Zoom tutorials***

A series of webinars will be held in April for interested SMEs to gain further understanding in the scheme and its application process.

For those who need assistance when preparing for the application, virtual tutorials will be offered using video-conferencing service Zoom. SMEs will be able to have virtual consultation and walkthrough of the process anywhere at their convenience.

- ***Multiple document collection points across HSBC branch network***

To provide added convenience for SMEs in submitting applications, HSBC will also arrange multiple collection points across HSBC's extensive branch network in Hong Kong. On top of HSBC Business Centres, SMEs can also submit physical applications at selected retail branches in the city.

- ***Dedicated SFGS service hotline***

A dedicated service hotline – (852) 2748 8238 – is now available to address enquiries related to SFGS.

In anticipation of an immediate surge in application volume upon the scheme's official launch, HSBC has already mobilised a dedicated taskforce of more than 100 operational staff working remotely to expedite the processing of applications.

HSBC is working closely with the HKMC Insurance Limited on the launch, and will provide constant updates to customers.

The Hongkong and Shanghai Banking Corporation Limited

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