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HSBC WAIVES CASH WITHDRAWAL FEE FOR HK ELDERLY USING UNIONPAY ATM DEBIT CARD IN MAINLAND CHINA*Customers aged 65 or above can benefit from this COVID-19 Relief Measure*

HSBC personal banking customers aged 65 or above can enjoy a fee waiver¹ for Renminbi withdrawal through the ATM network of HSBC Group and UnionPay across mainland China using HSBC UnionPay ATM debit card. As HSBC's latest COVID-19 relief measure, the waiver will be effective from 1 June to 31 August 2020 with no registration required.

The initiative allows Hong Kong elderly to obtain cash at zero withdrawal fee through over 900,000 ATMs connected to UnionPay network in mainland China, including those operated by HSBC Group. It will be most relevant to elderly customers who are recipients of Portable Comprehensive Social Security Assistance (PCSSA) retired in Guangdong or Fujian province.

Greg Hingston, Regional Head of Wealth and Personal Banking, Asia Pacific, and Head of Wealth and Personal Banking, Hong Kong, HSBC, said: "As a community bank in Hong Kong, HSBC is committed to helping our customers to bank safely and offering assistance to address their most urgent needs. The fee waiver is a token of our support to customers, in particular the elderly PCSSA recipients who have been impeded from travelling amidst the outbreak of COVID-19."

Based on the amount of Renminbi withdrawn, deductions calculated by the exchange rate set by HSBC (for transaction through HSBC Group's ATM network) or UnionPay (for transaction through UnionPay network) on the transaction date will be made in the customer's Hong Kong dollar account.

*ends/more***Note to editors:**

1. To withdraw cash in mainland China, customers have to activate their overseas ATM daily withdrawal limit for their HSBC UnionPay ATM Debit Card. Customers can set the limit through HSBC Internet Banking, HSBC Mobile Banking or Phone Banking without physically visiting any HSBC Branch or HSBC/ Hang Seng ATM in Hong Kong. The limit set will be of immediate effect.

For withdrawal made through HSBC Group's ATM network, all withdrawal fees will be waived automatically. For withdrawal made through UnionPay's ATM network not operated by HSBC Group, surcharges of overseas local bank may be levied.

The Hongkong and Shanghai Banking Corporation Limited

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