

19 January 2021

HSBC INTRODUCES SPECIAL MEASURES TO HELP CUSTOMERS KEEP THE LAISEE TRADITION ALIVE**Encourage sending e-Laisee with PayMe / FPS**

To support the important Chinese tradition of Laisee giving, HSBC is encouraging its customers to go digital this year. Electronic Laisee, via PayMe or the Faster Payment System (FPS) on HSBC HK Mobile Banking app and HSBC Online Banking, will support virtual Laisee giving when customers send their blessings to families and friends.

Maggie Ng, Head of Wealth and Personal Banking, Hong Kong, HSBC, said: “While we may be practicing social distancing this Chinese New Year, technology can help us carry on our traditions. Customers can send Laisee money along with new year greetings electronically. This practice is convenient and more environmentally friendly.”

At the same time, HSBC will introduce a series of measures for new notes exchange with a view to enhance safety for its customers and employees during the COVID-19 pandemic. The Bank has taken into consideration feedback from a recent pulse check survey, in which customers indicated a preference for physical notes to share fortune and appreciation during Chinese New Year.

The Bank will support new notes exchange services across its retail outlets from 26 January to 11 February. To reduce queues and observe social distancing at branches, special arrangements will be introduced to complement its existing safe management measures due to COVID-19:

- HSBC’s branches¹ will open one hour earlier at 8:00a.m. between 26 and 30 January to accommodate higher demand for banking services;
- Tickets will be distributed at branches to walk-in customers for new notes exchange. Customers will be served at that branch at a specific time on the day when the ticket is issued;
- Express counters will serve customers with a valid ticket to exchange one ready pack of new notes, comprising 100 pieces of HKD20 and 20 pieces of HKD50;
- Good-as-new notes will be available for all customers, with no ticket required;
- HSBC Jade and HSBC Premier customers can pre-order banknotes through their relationship managers to ensure availability and collect at their preferred time and location.

With the health and safety of customers and employees in mind, precautionary measures at the Bank's branches, such as wearing masks, pre-entry temperature screening, hand-sanitisers, spaced queuing and portable acrylic screens at open banking counters continue to be in place.

ends/more

Notes to editors:

1. From 26 to 30 January 2021, all branches across the network will open at 8:00a.m. except outlying islands, Day & Night Plus, Commercial Service Centre and mobile branches.

ends/more

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 \$2,956bn at 30 September 2020, HSBC is one of the world's largest banking and financial services organisations.

ends/all