

1 March 2021

HSBC ADJUSTS BRANCH OPERATIONS

HSBC Ocean Centre HSBC Jade and Premier Centre and Day & Night Plus (Shop 351-60, Level 3, Ocean Centre, 5 Canton Road and Suite 810-811, 8/F, Gateway Tower 1, Tsim Sha Tsui, Kowloon) will be closed from 1 March until further notice as a customer who visited the branch on 25 February tested COVID-19 positive. Service hours at the adjacent Express Banking remain unchanged.

Deep cleaning and disinfection has been arranged at the branch. As a precaution, the Bank has requested all employees at that branch to have virus testing and will provide them with all necessary assistance.

Meanwhile, effective 1 March 2021, HSBC will resume normal banking hours for all retail branches¹, except HSBC Ocean Centre HSBC Jade and Premier Centre, Ocean Centre Day & Night Plus and Hong Kong International Airport Premier Centre, which will remain closed until further notice.

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.

HSBC runs an extensive branch network across the city, for more information, please visit <https://www.hsbc.com.hk/branch-finder/>.

While services will resume normal, customers can continue to use the Bank's mobile banking, internet banking, phone banking or self-service banking terminals. The Bank keeps monitoring the situation and will consider any measure or service adjustment as appropriate. Latest arrangements of HSBC branch services can be found at <https://www.hsbc.com.hk/legal/important-notices/#branch>.

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Notes to editors:

1. Includes branches, Premier Centres, Jade Centres, Commercial Service Centres, Day and Night Plus and mobile branches.

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 US\$2,984bn at 31 December 2020, HSBC is one of the world's largest banking and financial services organisations.

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