



17 March 2021

## TEMPORARY SUSPENSION OF BRANCH SERVICES AT HSBC MAIN BUILDING

With effect from today, branch services will be temporarily suspended at HSBC Main Building (BL1, L3, L5 & L6, 1 Queen's Road Central, Hong Kong), which has been included in the compulsory testing notice by the Hong Kong Government. HSBC will fulfill the relevant requirements before service resumption.

This is a precautionary measure to safeguard the health and safety of the Bank's employees and customers in light of the rapidly evolving COVID-19 situation in Hong Kong. Express Banking on the ground floor will remain in service.

Precautionary hygiene and safety measures, such as wearing masks, pre-entry temperature screening, hand-sanitisers, spaced queuing and portable acrylic screens at open banking counters, will continue to be in place across the Bank's branch network.

For enquiries about the branch services, HSBC personal customers may call or WhatsApp us on 2233 3000, while HSBC commercial banking customers can call us on 2748 8288. All customers are also advised to connect with the Centre for Health Protection if necessary (Tel: 2125 1111 / 2125 1122).

Customers, who require banking services during this period, are advised to visit other outlets. HSBC runs an extensive branch network across the city, for more information, please visit <https://www.hsbc.com.hk/branch-finder/> (Retail Banking Outlets) or <https://www.business.hsbc.com.hk/en-gb/everyday-banking/ways-to-bank/hsbc-business-centres> (Business Centres). Customers can also use the Bank's mobile banking, internet banking, phone banking or self-service banking terminals.

All mailing services in HSBC Main Building will also be suspended during this time period. HSBC Centre, located at 1 Sham Mong Road, Tai Kok Tsui, will serve as the temporary drop-off point for mailing services.

The Bank will continue to closely monitor the situation and consider other measures, where suitable. Latest arrangement of HSBC branch operation can be found at <https://www.hsbc.com.hk/legal/important-notice/#branch> (Retail Banking) and <https://www.business.hsbc.com.hk/en-gb/important-notice> (Business Banking).

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## **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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