



12 January 2022

## **HSBC ADJUSTS BRANCH BANKING HOURS**

*Customers Are Advised to Use Digital Channels or Nearby Self-Service Banking Terminals as Alternatives*

Effective Thursday, 13 January 2022, all HSBC Retail Branches will be temporarily closed earlier at 4:00pm on Mondays to Fridays and 12:00pm on Saturday<sup>1</sup>. In addition, 13 Day & Night Plus outlets will be temporarily closed until further notice while the adjacent Express Banking will continue to operate as normal. HSBC Business Centres will also be closed earlier at 4:00pm on weekdays.

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, while balancing the need to ensure normal banking services to the community. HSBC will continue to observe best practice and health and safety guidelines in all of its service outlets to ensure banking and staying safe.

To support the demand for banknotes exchange ahead of the Lunar New Year, customers with an existing appointment can continue to visit the branch at designated date and time. All HSBC retail branches will continue to open early at 8.00am between 13 and 15 January. Tickets will also be distributed at branches in the morning for same-day new notes exchange from 13 to 31 January. To ensure appropriate social distancing, traffic control will be carried out across the branch network.

Customers are advised to take advantage of HSBC's mobile banking, internet banking, phone banking or nearby self-service banking terminals where they can access the Bank's full range of services 24/7.

Meanwhile, HSBC customers can use the new animated electronic Laisee function via the latest version of HSBC HK app from 14 January, a safer and eco-friendly alternative to send their greetings to friends and family.

The Bank will continue to closely monitor the situation and consider additional health and safety measures, where necessary.

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**Note to editors:**

1. All HSBC retail branches will be closed earlier at 4:00pm on Mondays to Fridays and 12:00pm on Saturday, except the following:

<b>Branch</b>	<b>Banking hours</b>
Peng Chau Branch	Monday, Wednesday & Friday: 8:30am – 4:00pm Tuesday, Thursday & Saturday: Closed
Silvermine Bay Branch	Monday, Tuesday, Thursday & Friday: 8:30am – 4:00pm Wednesday and Saturday: Closed
Yung Shue Wan Branch	Tuesday, Thursday & Friday: 8:30am – 4:00pm Monday, Wednesday & Saturday: Closed
University of Hong Kong Branch	Monday – Friday: 9:00am – 4:00pm Saturday: Closed
Commercial Service Centres: Bonham Strand Cheung Sha Wan Haiphong Road Wan Chai	Monday – Friday: 9:30am – 4:00pm Saturday: Closed

2. Except outlying islands branches and mobile branches

**About 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 \$2,969bn at 30 September 2021, HSBC is one of the world's largest banking and financial services organisations.

*ends/all*