



4 February 2022

## TEMPORARY SERVICE SUSPENSION AT HSBC CENTRAL PREMIER CENTRE

With effect from today, HSBC Central Premier Centre (Basement and M/F, 29 Queen's Road Central, Central, Hong Kong) will be temporarily closed until further notice, as a staff member was tested positive for COVID-19. The adjacent Central Express Banking located on the ground floor will remain in service.

The concerned staff member was last on duty on 28 January. All staff at the branch are confirmed to have been wearing masks while on duty and have their temperature taken on a daily basis, as required by the Bank.

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 the necessary assistance.

With the health and safety of customers and employees in mind, 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 are advised to take advantage of HSBC's mobile banking, internet banking, phone banking or nearby self-service banking terminals for the Bank's full range of services 24/7.

The Bank will continue to closely monitor the situation and consider additional health and safety measures, where necessary. Latest arrangements of HSBC branch operation can be found at <https://www.hsbc.com.hk/important-notices/#branch>.

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

*ends/all*