

4 March 2022

NEW SERVICE ARRANGEMENT AT HSBC BRANCHES FROM 7 MARCH

In response to the latest COVID-19 situation in Hong Kong, HSBC will introduce a new operating schedule at all of its retail branches¹ to help customers access branch services in a consistent way. With effect from Monday, 7 March 2022, customers will be able to plan their visits in advance in accordance with a refined operating schedule that balances the need to ensure essential banking services to the community and to safeguard the health of our customers and the employees.

Three major outlets will open from Monday to Saturday while other branches will open on alternate days during the week², with banking hours from 9:00am to 4:00pm Mondays to Fridays, and 9:00am to 12:00nn on Saturdays (please refer to the table below). The Bank will also distribute tickets at branches to reduce queue if needed.

The new arrangement is designed to allow deep cleaning and disinfection of facilities as well as precautionary virus testing of relevant branch employees on non-business days where necessary, thereby reducing the risk of service disruption.

Meanwhile, customers are advised to take advantage of HSBC's mobile banking, internet banking, phone banking or 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. For enquiries about HSBC branch services, customers may call or WhatsApp the Bank on 2233 3000 (retail customers), or call 2748 8288 (commercial customers). Latest arrangements of HSBC branch operation can also be found at <https://www.hsbc.com.hk/important-notice/>.

New operating schedule of branches starting 7 March 2022

Branches open from Monday to Saturday

Branch	Address
Hong Kong Office Branch, Premier Centre and Commercial Service Centre	Level 3, 5, 6 & BL1, HSBC Main Building, 1 Queen's Road Central, Central, Hong Kong
Kwun Tong Branch, Premier Centre and Commercial Service Centre	G/F & 1/F-3/F, Wong Tze Building, 71 Hoi Yuen Road, Kwun Tong
Mong Kok Branch Premier Centre and Commercial Service Centre	Basement & U/G, 1/F & 2/F, 673 Nathan Road, Mong Kok

Registered Office and Head Office:

1 Queen's Road Central, Hong Kong SAR

Web: www.hsbc.com.hk

Incorporated in the Hong Kong SAR with limited liability

Branches open on alternate days

Open on Monday, Wednesday, Friday	Open on Tuesday, Thursday, Saturday
Hong Kong Island and Outlying Islands	
Aberdeen Centre Branch	128 Queen's Road Central Branch & Premier Centre
Bonham Road Branch	Aberdeen Premier Centre
Bonham Strand Commercial Service Centre ³	Causeway Bay Branch & Premier Centre
Central Premier Centre	Cheung Chau Branch
Chai Wan Branch	Discovery Bay Branch
Cityplaza Branch & Premier Centre	Electric Road Branch
Convention Plaza Premier Centre	Exchange Square Branch & Premier Centre
Des Voeux Road Central Branch & Premier Centre	Happy Valley Branch & Premier Centre
Des Voeux Road West Branch & Premier Centre	Hopewell Centre Branch & Premier Centre
Hay Wah Building Branch & Premier Centre	Island Place Branch
Hysan Place HSBC Wealth Centre	Shau Ki Wan Branch
North Point Branch & Premier Centre	Sheung Wan Branch & Premier Centre
Pacific Place Premier Centre	The Westwood Branch & Premier Centre
Park Lane Branch & Premier Centre	Westlands Gardens Branch
Peng Chau Branch ⁴	
Quarry Bay Branch & Premier Centre	
Sun Hung Kai Centre Branch & Premier Centre	
Tung Chung Branch & Premier Centre	
University of Hong Kong Branch	
Wan Chai Commercial Service Centre ³	
Kowloon	
Cheung Sha Wan Commercial Service Centre ³	378 Nathan Road Branch
Cheung Sha Wan Premier Centre	East Ocean Centre Branch & Premier Centre
Elements Premier Centre	HSBC Centre Branch
Festival Walk Branch & Premier Centre	Hung Hom Branch & Premier Centre
Festival Walk HSBC Jade Centre	Lai Chi Kok Branch
Haiphong Road commercial Service Centre ³	Lok Fu Branch
HSBC Jade at The Peninsula	Telford Gardens Branch & Premier Centre
K11 Atelier HSBC Wealth Centre	
Kowloon Bay Branch & Premier Centre	
Kowloon City Premier Centre	
Mei Foo Sun Chuen Branch & Premier Centre	
Ocean Centre HSBC Jade & Premier Centre	
Peninsula Centre Branch	
Pioneer Centre Branch	
Tai Yau Street Branch	

To Kwa Wan Branch	
Tsim Sha Tsui Branch, Premier Centre & Commercial Services Centre	
Waterloo Road Branch & Premier Centre	
Whampoa Gardens Branch & Premier Centre	
New Territories	
Kwai Fong Branch & Premier Centre	Fanling Branch
Ma On Shan Branch & Premier Centre	Jade Plaza Branch
Metro City Plaza Branch	Kwai Chung Commercial Service Centre ⁵
Sai Kung Branch	Maritime Square Branch
Shatin Plaza Branch & Premier Centre	Park Central Branch & Premier Centre
Sheung Shui Centre Premier Centre	Shatin Branch
Tai Po Branch & Premier Centre	Sheung Shui Branch
Tsuen Wan Branch & Premier Centre	Tai Wai Branch
Tsuen Wan West Branch & Premier Centre	Tin Shui Wai Branch
Tuen Mun Town Plaza Branch & Premier Centre	
Yuen Long Branch & Premier Centre	

ends/more

Note to editors:

1. All the 13 HSBC Day & Night Plus, three mobile branches, Cathy Pacific City Branch, Hong Kong International Airport Premier Centre and Regal Airport Hotel Premier Centre are closed temporarily until further notice
2. Silvermine Bay Branch and Yung Shue Wan Branch open from 8:30am-4:00pm Tuesday and Thursday
3. Opens from 9:30am-4:00pm
4. Opens from 8:30am-4:00pm
5. Opens from 9:00am-4:00pm on Tuesday and Thursday, 9:00am-12:00nn on Saturday

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 \$3.0tn at 31 December 2021, HSBC is one of the largest banking and financial services organisations in the world.

ends/all