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HSBC INTRODUCES NEW OPERATING ARRANGEMENT AT BUSINESS CENTRES

ENHANCES 24/7 REMOTE SERVICES FOR SMEs

In response to the latest COVID-19 situation in Hong Kong, HSBC will introduce a new operating schedule at Business Centres for commercial customers with needs for face-to-face banking advice.

The Bank is enhancing its real-time remote services to SMEs through its 24/7 service channels and digital capabilities, supporting their daily operational needs. HSBC has observed a notable increase in digital channel usage since the fifth wave of the pandemic, with 45% year-on-year increase in digital payment transaction volume, and 30% year-on-year growth in logons to HSBC HK Business Express Mobile App in February 2022.

New operating schedule at Business Centres

To balance the need to ensure service continuity and to safeguard the health of our customers and employees, with effect from Monday, 14 March 2022, five Business Centres located at major commercial districts will open from 9:00 a.m. to 4:00 p.m. Mondays to Fridays¹, while six will be temporarily closed until further notice². Customers planning to visit the Business Centres for account opening and other tailored services are suggested to book an appointment in advance through other service channels³. Meanwhile, counter and general banking services are also available at the Bank's Commercial Service Centres⁴.

Round-the-clock service support

Commercial customers are also advised to take advantage of the following channels for a full range of banking services.

- **Live Chat:** The Bank's servicing agents are available 24/7 on a dedicated instant messaging platform – Live Chat – to address enquiries in real-time. The function can be accessed via HSBC Commercial Banking website, mobile banking and internet banking.
- **Digital platforms:** Through Business Internet Banking and the HSBC HK Business Express Mobile App, SMEs can manage business finances and daily workflows in home-working environment anytime, anywhere – from opening business account, initiating and tracking payments, making foreign currency transactions, to managing payroll.
- **Commercial Banking hotline:** The service hour of the general hotline (+852 2748 8288) has been extended to 7:00 p.m. on weekdays. More

details can be found at <https://www.business.hsbc.com.hk/en-gb/hk/generic/contact-us>.

HSBC will continue to closely monitor the pandemic situation and consider additional health and safety measures, where necessary. Latest arrangements of HSBC branch operation and banking services can also be found at <https://www.business.hsbc.com.hk/>.

1. HSBC Business Centres – Open from Monday to Friday (9:00 a.m. to 4:00 p.m.)

Hong Kong Office Business Centre	Level 6, HSBC Main Building, 1 Queen's Road Central, Central
Causeway Bay Business Centre	14/F, Causeway Bay Plaza Two, 463-483 Lockhart Road, Causeway Bay
Mong Kok Business Centre	2/F, HSBC Building Mong Kok, 673 Nathan Road, Mong Kok
Kowloon West Business Centre	Unit 201A, 2/F, Cheung Sha Wan Plaza, 833 Cheung Sha Wan Road, Kowloon
Kowloon East Business Centre	21/F, Crocodile Center, 79 Hoi Yuen Road, Kwun Tong

2. HSBC Business Centres – Temporarily closed until further notice

Central West Business Centre	8/F, Low Block, Grand Millennium Plaza, 181 Queen's Road Central, Sheung Wan
Wan Chai Gloucester Road Business Centre	6/F, 88 Gloucester Road, Wan Chai
Tsim Sha Tsui Business Centre	4/F, HSBC Building Tsim Sha Tsui, 82-84 Nathan Road, Tsim Sha Tsui
Kwun Tong Business Centre	4/F, Wong Tze Building, 71 Hoi Yuen Road, Kwun Tong
Shatin Business Centre	Unit Nos.1516-1517, Level 15, Tower 1, Grand Central Plaza, 138 Shatin Rural Committee Road, Shatin
Sheung Shui Business Centre	Units 1613A-1617, Level 16, Landmark North, 39 Lung Sum Avenue, Sheung Shui

3. HSBC Business Centres Appointment Booking

Customers can book service appointment in advance via Live Chat or general hotline.

4. Commercial Service Centres

Open from Monday to Friday (9:00 a.m. to 4:00 p.m.) and Saturday (9:00 a.m. to 12:00 n.n.)	
Hong Kong Office Commercial Service Centre	Level 3, 1 Queen's Road Central, Central
Mong Kok Commercial Service Centre	U/G, 673 Nathan Road, Mong Kok
Kwun Tong Commercial Service Centre	3/F, Wong Tze Building, 71 Hoi Yuen Road, Kwun Tong

Open on Monday, Wednesday and Friday (9:30 a.m. to 4:00 p.m.)	
Bonham Strand Commercial Service Centre	35-45 Bonham Strand, Sheung Wan
Wan Chai Commercial Service Centre	Shop 110-120, Emperor Group Centre, 288 Hennessy Road, Wan Chai
Cheung Sha Wan Commercial Service Centre	G/F, Long To Building, 654 - 656 Castle Peak Road, Cheung Sha Wan
Haiphong Road Commercial Service Centre	2/F, Zhong Da Building, 38-40 Haiphong Road, Tsim Sha Tsui
Tsim Sha Tsui Commercial Service Centre*	G/F, 82-84 Nathan Road, Tsim Sha Tsui
Open on Tuesday, Thursday (9:00 a.m. to 4:00 p.m.) and Saturday (9:00 a.m. to 12:00 n.n.)	
Kwai Chung Commercial Service Centre	Shop 215, Level 2, Kowloon Commerce Centre, 51 Kwai Cheong Road, Kwai Chung

* Tsim Sha Tsui Commercial Service Centre is open on Monday, Wednesday and Friday from 9:00 a.m. to 4:00 p.m.

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Note to editors:

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\$2,958 billion at 31 December 2021, HSBC is one of the largest banking and financial services organisations in the world.

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