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**HSBC STEPS UP SUPPORT FOR CUSTOMERS WITH MENTAL HEALTH CHALLENGES IN HONG KONG***Partnering with Baptist Oi Kwan Social Service to make banking easier for vulnerable groups*

*From left: Scarlet Poon, Service Head, Integrated Mental Health Services, Baptist Oi Kwan Social Service and Christina Yung, Regional Head of Diversity & Inclusion and Financial Vulnerability, HSBC*

HSBC launched today a range of services designed for customers with mental health challenges, marking a first in Hong Kong. Those in need will have access to tailored financial education resources, fee waivers, as well as an option to authorise a third party to help monitor their finance.

Concerns about COVID-19's impact on mental health continue to grow in Hong Kong. HSBC has partnered with Baptist Oi Kwan Social Service to identify the service needs in this area.

Focus group findings suggested that customers could benefit from guidance on daily financial management and extra personal support offered discreetly to them by their financial services providers and third party.

**Christina Yung, Regional Head of Diversity & Inclusion and Financial Vulnerability, HSBC**, said, "HSBC is a pioneer in Hong Kong for providing easy and accessible banking service for vulnerable customers, including those with physical and invisible disabilities. To drive our disability-inclusive agenda, we must be fully aware and supportive of people with mental health struggles, which are often unnoticeable to others. The new services focus on

addressing customers' concerns of privacy and the need for more personalised support."

With the new service, customers can authorise a trusted person, often a family member, to help monitor their financial matters, when needed. The authorised person will be granted access to account balance and transaction history. Viewing of such information must take place at HSBC branches for added protection. Customers will continue to have full control of their own personal finance. No one else is authorised to make account transactions or apply for banking services.

Customers in need can seek referrals from the supporting NGOs including Baptist Oi Kwan Social Service, Hong Kong Sheng Kung Hui Welfare Council, New Life Psychiatric Rehabilitation Association, OCD & Anxiety Support Hong Kong and Richmond Fellowship of Hong Kong.

Additional support measures that are being introduced include:

- Quiet corner – a designated room at nine<sup>1</sup> branches to provide extra privacy to customers who may feel uneasiness in an open space
- Fee waivers – customers may apply to waive paper statement fees or late payment charges for credit cards and loans upon referral from the supporting NGOs
- Wealth Coach – tailored financial education modules on topics, such as savings, budgeting, credit scoring and managing debts, to help customers manage their personal finance

**Scarlet Poon, Service Head, Integrated Mental Health Services, Baptist Oi Kwan Social Service**, said, "The correlation and causal relationship between mental health and financial wellness are complicated but direct. Either of them can be the cause or result of the other. Our experience shows that lack of knowledge and support is one of the common reasons that result in various problems and vicious cycles in many cases. We are grateful to see HSBC launching this new initiative which is not only addressing those in need of this help, it also mitigates mental health problems and benefits the entire Hong Kong community."

In addition, HSBC is working with [Hidden Disabilities Sunflower](#), an organisation created to support people with hidden disabilities navigate and find help in public places, to roll out a special arrangement. Under this programme, customers with mental health challenges can approach the abovementioned NGOs to obtain a Sunflower lanyard, which they can wear at selected HSBC branches to discreetly indicate their need for extra support from bank staff.

**Paul White, CEO, Hidden Disabilities Sunflower**, said, "Everyone should have the freedom to be themselves and I am delighted that HSBC is joining the Hidden Disabilities Sunflower to create an environment where individuals with non-visible disabilities can choose to indicate that they require additional assistance, understanding or simply more time. Whether it is to support a colleague or open new opportunities for a customer to bank in their own way, the Sunflower is there to help HSBC serve, listen and remove barriers so that everyone feels included and supported."

As a community bank in Hong Kong, HSBC has introduced a number of first-to-market services to support vulnerable customers, including ethnic minority service support, HSBC Basic Banking Account with Independence for people with dementia or diminished mental capacity, as well as basic banking account service for Hong Kong residents without fixed abode.

For more information about the latest services, please visit:  
<https://www.hsbc.com.hk/community-banking/mental-health/>

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**Note to editors:**

1. The nine designated branches are:

<b>Branch</b>	<b>Address</b>
<b>Hong Kong</b>	
Hong Kong Office	Level 3 & BL1, HSBC Main Building, 1 Queen's Road Central, Central
Hopewell Centre	Shop 2A, 2/F, Hopewell Centre, 183 Queen's Road East, Wan Chai
North Point	G/F, Winner House, 306-316 King's Road, North Point
<b>Kowloon</b>	
Telford Gardens	Shop Unit P16, Block G, Telford Plaza I, Kowloon Bay
Whampoa Garden	Shop No. G6, 6A & G7, G/F, Site 4, Whampoa Garden
<b>New Territories</b>	
Kwai Fong	Shops 3-160, Level 1, Metroplaza, Kwai Fong
Tai Po	G/F & 2/F, 54-58 Kwong Fuk Road, Tai Po
Tuen Mun Town Plaza	Shop 1, UG/F, Shopping Arcade Phase II, Tuen Mun Town Plaza, Tuen Mun
Tung Chung	Unit 509, 5/F, Citygate Outlets, 18-20 Tat Tung Road, Tung Chung, Lantau Island

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