

15 December 2022

HSBC INTRODUCES SPECIAL ARRANGEMENT FOR BANKNOTE EXCHANGE AHEAD OF CHINESE NEW YEAR

HSBC will adopt special arrangements online and offline ahead of the Chinese New Year to support customers who prefer to share fortune and appreciation with physical note.

The Bank will offer new notes exchange services across its retail outlets from 5 to 21 January 2023, with following measures to reduce queues:

- From 31 December 2022, customers can make appointments via HSBC HK app (both full mode and lite mode) or HSBC website (www.hsbc.com.hk) to exchange for ready pack of new notes between 5 and 21 January 2023. Each pack has a value of HKD3,000 with 100 pieces of HKD20 and 20 pieces of HKD50 notes;
- Customers with advance booking will be notified via SMS if there is any contingency branch arrangement;
- Between 5 and 7 January 2023, HSBC branches¹ will open one hour earlier at 8:00am to accommodate higher demand for banking services;
- Tickets will be distributed at branches in the morning to walk-in customers for new notes exchange. Customers will be served at that branch at a specific time on the day when the ticket is issued;
- Express counters will serve customers with a valid ticket to exchange one ready pack of new notes;
- Good-as-new notes will be available for all customers with no ticket or reservation required;
- HSBC Jade and HSBC Premier customers can pre-order notes through their relationship managers to ensure availability and collect at their preferred time and branch.

Meanwhile, HSBC will launch animated electronic Laisee (eLaisee) on FPS with new features during this festive season to allow customers to send their greetings via HSBC HK app with a few taps, details will be announced later.

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Note to editors:

1. From 5 to 7 January 2023, all branches across the network will open at 8:00 am except outlying islands, Airport branch, Day & Night Plus, Commercial Service Centre and mobile branches.

The Hongkong and Shanghai Banking Corporation Limited

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