

4 January 2024

HSBC INTRODUCES GOOD-AS-NEW NOTES EXCHANGE AT SELECTED ATMS FOR CHINESE NEW YEAR

HSBC will introduce a range of special arrangements from 25 January to 9 February 2024 to meet the increased demand for new bank notes and good-as-new notes ahead of the Chinese New Year.

To enhance service flexibility, HSBC will be the first bank in Hong Kong to enable customers to withdraw HKD20 and HKD50 good-as-new notes at selected ATMs. The service will be available from 25 to 31 January 2024 at the Express Banking outlets in Mong Kok Branch, Kwun Tong Branch and Tuen Mun Town Plaza Branch, as well as the ATMs on the three mobile branches^{1&2} visiting 18 public housing estates across the city.

Meanwhile, new and good-as-new notes will be available for exchange across HSBC's retail outlets from 25 January to 9 February 2024. Customers are also encouraged to switch to eLaisee, available on the bank's digital platforms to express their best wishes for the New Year.

Maggie Ng, Head of Wealth and Personal Banking, Hong Kong, HSBC, said: "HSBC is always at the forefront of driving best-in-class customer service experience. This year, we will mobilize all resources in our omni-channel network, such as branches and ATM chains to provide our customers with utmost convenience for new notes exchange."

To expedite the notes exchange process, HSBC will maintain its previous online booking and ticketing arrangements:

Online booking

- From 18 January 2024, customers can make branch appointments online via HSBC HK app (both full mode and lite mode) or HSBC website (www.hsbc.com.hk) to exchange for ready pack of new/good-as-new notes between 25 January to 9 February 2024. Each pack has a value of HKD3,000/HKD6,000³;
- Customers will receive an SMS confirmation for their e-booking;

Ticketing arrangement

- From 25 to 27 January 2024, HSBC branches⁴ will open one hour earlier at 8:00am to accommodate higher demand for banking services;
- Same-day tickets will be distributed at branches in the morning to walk-in customers, allowing them to exchange for bank notes at a specific time slot;

- Express counters will be open for customers with a valid ticket to exchange one ready pack of bank notes;
- All customers will be able to exchange for good-as-new notes without prior reservation;
- HSBC Premier Elite and HSBC Premier customers can pre-order notes through their directors/relationship managers to ensure availability and collect at their preferred time and service branch.

Express Banking with ATMs offering HKD20/HKD50 good-as-new notes

Express Banking	Address
Mong Kok	LG/F, 673 Nathan Road, Mong Kok
Kwun Tong	G/F, Wong Tze Building, 71 Hoi Yuen Road, Kwun Tong
Tuen Mun Town Plaza	Shop 1, UG/F, Shopping Arcade Phase II, Tuen Mun Town Plaza
Mobile Branch	Please refer to note #1 below.

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Note to editors:

1. For mobile branch servicing location and schedule, please visit:

<https://www.hsbc.com.hk/ways-to-bank/branch/mobile/>

2. Only HKD20 good-as-new notes are provided at Mobile Branch.

3. Each ready pack either has:

HKD3,000[^] of new banknotes or

HKD6,000 with a mix of HKD3,000[^] new and HKD3,000[^] good-as-new banknotes.

[^]Each HKD3,000 portion comprises of 100 HKD20 banknotes and 20 HKD50 banknotes.

4. All branches across HSBC's network will open at 8:00am except outlying islands and airport branches, Day & Night Plus, Commercial Service Centre and mobile branches.

The Hongkong and Shanghai Banking Corporation Limited

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