



27 November 2025

HSBC ACTIVATES EMERGENCY SUPPORT FOR WANG FUK COURT RESIDENTS FOLLOWING FIRE

HSBC is deeply saddened by the tragic fire and extends its heartfelt condolences to the victims and affected families.

In response, HSBC is implementing a series of emergency measures to provide support to affected residents of Wang Fuk Court. These measures aim to provide immediate financial and banking assistance, particularly for customers who may require cash or other services but face challenges due to missing identification or bank documents.

HSBC will provide special handling for impacted customers who cannot present their HKID, passbook, or ATM card for our banking services. The Bank will also expedite the ATM, credit card and debit card replacement process for these customers.

To enhance service support, HSBC will increase staffing at the two service outlets nearest to Wang Fuk Court:

- G/F & 2/F, 54-58 Kwong Fuk Road, Tai Po, New Territories
- 1/F, 54-58 Kwong Fuk Road, Tai Po, New Territories

Dedicated hotlines have also been established to provide assistance:

- HSBC Banking Services / HSBC Life Insurance: 2233 3066
- General Insurance Hotline (Operated by AXA): 2894 4676

In addition, HSBC Life will support affected individual life policyholders by providing fast-track and personalised claims handling as well as virtual mental health support.

During this challenging time, customers are reminded to remain vigilant against fraud. If you receive a call from someone claiming to be from HSBC that causes concern, please verify the caller's identity by asking for their name and department. You can then confirm their identity by calling the official HSBC hotline. Do not provide sensitive information, such as passwords, over the phone.

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The Hongkong and Shanghai Banking Corporation Limited

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