

13 January 2026

## **HSBC LAUNCHES NEW MEASURES TO SUPPORT CUSTOMERS' LAISEE TRADITION**

*Mobile Branches Will Support Cash Transaction For The First Time,  
Offering HKD3,000 Ready Pack of New Banknotes To Customers*

HSBC is introducing a series of special online and offline services to support customers during the festive season.

Between 3 and 9 February 2026, select ATMs<sup>1</sup> at Express Banking locations (Mong Kok, Kwun Tong and Tuen Mun Town Plaza) and the three mobile branches will offer HKD20 or HKD50 good-as-new notes for withdrawal. Mobile branches, which used to only support account opening and non-cash transactions, will also provide HKD3,000 ready pack of new banknotes<sup>2</sup> for the first time during the period.

In addition, ready packs will be available at all branches in nominal value of HKD3,000 and HKD6,000 from 3-16 February 2026<sup>3</sup>

Separately, customers are also encouraged to send eLaissee, using PayMe or via FPS on HSBC HK App, to express their best wishes for the Chinese New Year.

### **How to prepare**

- **Reserve Online:** From 27 January 2026, book your note collection slot at preferred outlet via the HSBC HK App or [www.hsbc.com.hk](http://www.hsbc.com.hk)
- **Extended Branch Hours:** All HSBC branches<sup>4</sup> will open at 8:00am during 3-5 February 2026, with express counters to expedite the exchange process
- **Walk-in Tickets:** For effective crowd management, tickets will be issued each morning at branches to walk-in customers for same day note exchange between 3 and 16 February 2026
- **Premier Services:** HSBC Premier Elite and HSBC Premier customers may pre-order notes through their directors or relationship managers for scheduled pickup

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**Note to editors:**

1. ATMs offering HKD20 / HKD50 good-as-new notes

Locations	Address	Opening hours
Mong Kok Express Banking	LG/F, 673 Nathan Road, Mong Kok	6am – 12 midnight
Kwun Tong Express Banking	G/F, Wong Tze Building, 71 Hoi Yuen Road, Kwun Tong	24 hours
Tuen Mun Town Plaza Express Banking	Shop 1, UG/F, Shopping Arcade Phase II, Tuen Mun Town Plaza	24 hours
Mobile Branches	<p>For servicing locations and schedule, please visit: <a href="https://www.hsbc.com.hk/ways-to-bank/branch/mobile/">https://www.hsbc.com.hk/ways-to-bank/branch/mobile/</a></p> <p>Only HKD20 good-as-new notes are available at ATM on the mobile branches</p>	<p>Mon – Fri: 9am – 5pm Sat: 9am – 1pm</p>

\* A maximum of 40 banknotes will be dispatched in each withdrawal

2. Only HKD3,000 new banknotes ready pack (consists of 100 HKD20 notes and 20 HKD50 notes) will be available for withdrawal at the three mobile branches 9am-1pm between 3 and 9 February 2026, exclusively for HSBC customers on a first-come, first-served basis. No other cash transactions will be processed.

3. Each ready pack contains either HKD3,000 in new banknotes, or a combination of one set each of HKD3,000 in new and good-as-new banknotes. Each HKD3,000 allocation consists of 100 HKD20 notes and 20 HKD50 notes.

4. All branches across HSBC's network will open at 8:00am except outlying islands, Day & Night Plus, Retail Banking Centre at West Kowloon Station, the Commercial Service Centres in Cheung Sha Wan and Wan Chai, and the mobile branches.

**The Hongkong and Shanghai Banking Corporation Limited**

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