

Retail Banking services available during Covid-19 confinement

25 April 2020

The current situation is difficult for all but we will endeavor to continue providing our banking services to you but with some variations given the constraints imposed. We however strongly recommend you stay at home and use alternate channels as far as you can.

Branches

Port Louis Place d'Armes, Curepipe, Flacq and Rose Hill branches are open from 10.00a.m to 1.00p.m on weekdays.

Services available are: cash and cheque deposits, cash withdrawals, enquiries, local interbank transfer (free of charge until 30 June 2020) and overseas telegraphic transfers. ([View](#) amended cut off times for transfers and cheque deposits). Note that corporate deposits will only be accepted at Port Louis branch.

Ebene and Lai Min Branches will remain closed until further notice. We apologise for the inconveniences this may cause.

Contact Centre

Our operating hours are from 8.00 a.m. till 4.00 p.m. everyday.

- ◆ Call us on 800 1234 (local) or +230 403 0750 (international)
- ◆ For reporting of lost card, call us on +230 403 0732 (24 hours)
- ◆ For any queries, email us on hsbcmauritius@hsbc.co.mu

ATMs

All HSBC ATMs remain operational for cash withdrawals only. No deposits will be accepted except for ATM at open branches. [Locate our ATMs](#).

Personal Internet Banking

Stay safe and bank from your home, there are so many things you don't need to go the branch for get your balances, transfer between account, local internet transfers, overseas transfers and much more.

[Find out more.](#)

We recommend you exercise caution when providing confidential information. [Find out how you can protect yourself from fraud.](#)

We are here to help

We have implemented various support measures and guides to help you during these difficult times. Learn more on:

- ◆ [Covid-19 Loan relief measures](#)
- ◆ [Fee waivers on selected services extended to 30 June 2020](#)
- ◆ [Ways to repay your credit card during the confinement](#)
- ◆ [Credit Card revised services and support](#)
- ◆ [Shopping online safely](#)

Whilst we endeavor to continue providing our services to you, please note that there may be delays in serving you given the current circumstances. As the situation evolves, we will make further announcements through our [website](#).

