

# Retail Banking services available during Covid-19 confinement

20 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**

Only our **Place d'Armes Branch in Port Louis** is open from 10.00a.m till 1.00p.m on weekdays.

**Services which remain available are:** cash and cheque deposits, cash withdrawals, corporate deposits, local interbank transfer (free of charge from 23 March 2020 to 30 June 2020), overseas telegraphic transfers and enquiries.

**Ebene, Lai Min, Flacq, Rose Hill and Curepipe 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.

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

## **ATMs**

All HSBC ATMs remain operational for cash withdrawals only. No deposits will be accepted except for ATM at Port Louis Branch. [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 Bank of Mauritius Loan relief measures](#)
- ◆ [Fee waivers on selected services extended to 30 June 2020](#)
- ◆ [Ways to repay your credit card during the confinement](#)
- ◆ [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](#).

