

Retail fee waivers during Covid-19 outbreak

13 April 2020

Dear Customers

We recognize the difficulties you may face in meeting your commitments during this confinement period with possible delays and reductions in income. We are taking a number of measures to remove certain fees to help you through this difficult period.

ATM cash withdrawal fees

- ◆ Cash withdrawal fees applicable when withdrawing at other banks' ATMs are waived from 20 March to 30 June 2020.
- ◆ There are no fees applicable when withdrawing cash at HSBC ATMs.
- ◆ The daily cash withdrawal limit is Rs.30, 000 which reduces frequency at which you need to go to an ATM.

Local Interbank transfers

- ◆ All fees on local interbank transfers are waived from 20 March to 30 June 2020.
- ◆ These transfers can be done via Personal Internet Banking.

Credit Card fees

- ◆ Credit Card Late Payment fee are waived from 25 March to 30 June 2020.
- ◆ Credit Card Overlimit fee are waived from 25 March to 30 June 2020.

Penalty interest on overdue loans

- ◆ Penalty on overdue loans are waived from 23 March to 30 June 2020.

Standing Instructions

- ◆ Failed Standing Instruction fee are waived from 23 March to 30 June 2020.

We are here to help, so for any queries, please contact us as follows:

- ◆ Call on 800 1234(local) or +230 403 0750 (overseas) from 8.00a.m till 4.00p.m
- ◆ Email us on hsbcmauritius@hsbc.co.mu

Please refer to notices on our [website](#) for latest updates on all services and support available

