

Credit Card repayment during Covid-19 confinement

13 April 2020

The closure of branches during this confinement period may have affected your credit card repayment, if you do not have an automatic debit arrangement from your bank account to repay your card balances. Here are the ways in which you can do that.

How can you repay your credit card balance?

If you have accounts at HSBC, you can transfer funds to your credit card account:

- ◆ by using HSBC Personal Internet Banking(if you are already registered to this service)
- ◆ at any HSBC ATM.
- ◆ from any other bank account to your account at HSBC or to your HSBC credit card account directly.

If you do not have an account at HSBC, you can transfer funds to your credit card account:

- ◆ from any other bank account using that bank's Internet Banking and /or Mobile Banking (when available) or at their counters
- ◆ deposit cash at our Place d'Armes Branch in Port Louis which remains open from 10a.m to 1p.m Monday to Friday until further notice.

However due to the sanitary curfew, we recommend you avoid visiting branches and make use of other ways available.

How much you need to repay and when?

To check your HSBC Credit Card payment date and the outstanding amount due:

- ◆ View your credit card account on HSBC Personal Internet Banking
- ◆ Call our Contact Centre

We are unfortunately unable to send credit card statements by post as postal services are suspended during the confinement.

Will you have to bear fees for settling the outstanding balance late?

We understand that during this exceptional situation, you may find it difficult to repay your credit card balance on time. We have therefore waived the following fees from 25 March extended to 30 June 2020:

- ◆ Late Payment fee
- ◆ Overlimit fee

How can I register on Personal Internet Banking?

If you are not registered to HSBC Personal Banking Services, please contact us for information. Note that you can register with your HSBC Credit Card even if you do not have any bank account with us.

We are here to help. For any queries, please contact us:

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

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

