



Note from Chris Murray CEO of HSBC Mauritius

4 May 2020

Dear valued customer,

Since the outbreak of **Covid-19**, now a global pandemic, HSBC has been at the forefront to support our people and customers through those challenging times.

We are monitoring this rapidly evolving situation very closely and our main concern is the health and well-being of our employees and customers.

HSBC Mauritius invoked its Business Continuity Plan (BCP) immediately after the announcement by Government of the National confinement which evolved into a sanitary curfew and now a complete country lockdown.

The bank now operates with reduced services from branches in Port Louis, Curepipe, Rose Hill and Flacq from 10.00 to 13.00 during week days.

Our retail and corporate customers are being directed to our online digital platforms for their banking needs and strongly encouraged not to venture out.

As a relief gesture, we have waived our fees and charges on a number of our services.

If we believe there is a chance that the situation will further evolve or change, we will contact you immediately.

We are with you, ready to help, offer advice and share our best thinking on how best to navigate through those challenging times.

Chris J. K Murray

Read a [note](#) from Noel Quinn, our Group Chief Executive