

13 March, 2021

HSBC Place d'Armes Branch in Port Louis to open Monday to Saturday during the national lockdown

HSBC advises that its Place d'Armes branch in Port Louis, will open for business from 09:30hrs to 15:00hrs. effective 15 March 2021. This branch will be open from Monday to Saturday during the lockdown period to service our customers. All other branches remain closed until further notice.

This decision is made in line with enhanced movement restrictions imposed by Government in a bid to contain the rapid spread of the Covid-19 infection in the country.

Access to the branch will be allowed in alphabetical order based on surname starting with:

- A to F on Mondays and Thursdays
- G to N on Tuesdays and Fridays
- O to Z on Wednesdays and Saturdays

We will continue to service our customers at our counters in Place d'Armes branch for:

- cash withdrawals
- cash and cheque deposits at the counter and at the branch's ATM
- corporate deposits
- enquiries such as PIB tokens or increase credit card limits.

Weekdays cut-off times for same day processing will be 12:00hrs for below services:

- Cheque deposit (branch only)
- Local interbank transfers
- Overseas/Foreign currency transfers

Any request received after cut-off time will be processed on the next working day. Transactions made on a Saturday will be processed on the following Monday.

Sanitary measures have also been stepped up to keep our customers and our employees safe. These include body temperature checks before entering the branch, social distancing while queuing up, use of hand sanitisers as guided by our staff and wearing of a mask.

All HSBC ATMs remain fully operational and the daily cash withdrawal limit is Rs.30,000. HSBC has also waived the service fee for cash withdrawals made from HSBC deposit accounts at other local banks' ATM. This is effective 10 -25 March 2021.

While cash and cheque deposits will be accepted only at our Place d'Armes ATMs, other basic banking transactions such as printing of mini statements, cash transfer to other local HSBC accounts and balance enquiries, may be carried out at any other HSBC ATMs.

Personal Internet Banking

Our customers are being requested, for their own safety, to avoid leaving their home and to use HSBC Internet Banking to access account details, view statements, make local as well as overseas bank transfers, amongst others.

We are here to support

HSBC is committed to delivering the best services to our customers. We are doing our best to prevent service disruptions and delays which may be expected in a reduced services set up. We thank you for your understanding.

For any query, customers are requested to call the HSBC Contact Centre on 800-1234 or contact your Relationship Manager (AssetVantage customers).

Media enquiries to:

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Note to editors:

HSBC Holdings plc

HSBC Holdings plc, the parent company of HSBC, is headquartered in London. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,918bn at 31 March 2020, HSBC is one of the world's largest banking and financial services organisations.

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