

19 March 2020

Temporary closure of HSBC's Church Street branch

In an effort to centralize operations during this period of uncertainty, HSBC announced that their Church Street Branch will temporarily close end of day March 20th.

The closure will include all teller services, payroll collection, banking appointments and deposit-taking services, including night deposit chutes at that branch. These services will now be provided at the HSBC Harbourview branch.

In addition, effective March 23rd, the St. Georges and Somerset branches will modify their customer opening hours to 9.00am -12.00pm. Otherwise, all operations at these branches will remain business as usual.

The HSBC Harbourview branch in Hamilton will continue to be open from 9am to 4:30pm, Monday through Friday until further notice. For the safety of clients and staff, we will be restricting branch traffic, which will include limiting the number of people on the branch floor at any one time. The Reid Street entrance will also be closed from Friday until further notice.

We believe this is the right step to take, in order to maintain essential banking access and effectively support the well-being of our customers, staff and the wider community which remains a top priority for the bank.

We therefore urge clients to visit the branch only for time sensitive transactions that cannot be completed online or at an ATM. This aligns with the Government of Bermuda guidelines that advises limiting travel and social contact.

HSBC clients are also reminded to use online banking channels as much as possible. You can manage much of your everyday banking needs through online banking or our mobile banking app without needing to leave home. If you're not yet enrolled with online banking, please visit www.hsbc.bm/register or call our Contact Center on 299-5959.

Additionally, if our clients are experiencing financial difficulties, we would like to remind them to pro-actively contact their banking Relationship Manager or call 299 5959 for assistance. We will review each case on an individual basis to determine the most appropriate way in which to support our clients regarding their particular financial challenges.

We also invite customers to follow our social media pages for ongoing HSBC updates.

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Notes to editors:**1. HSBC Holdings plc**

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