

2 April 2020

Island wide HSBC Branch closure

HSBC Bermuda has announced today that in accordance with the Bermuda Government instructions, effective April 6 all HSBC Branches will be closed. The decision to close follows consultation with the Bermuda Government regarding yesterday's declaration of a state of emergency and the implementation of the 'shelter in house' order, which takes effect this Saturday for an initial 14 days. The bank will remain closed during this period.

For the safety of clients and staff, we will continue to restrict branch traffic on Friday, April 3 which will include limiting the number of people on the branch floor at any one time.

During the closure period, HSBC ATMs will be available to the public, along with online banking services. The HSBC Bermuda Contact Center will be available during normal hours. Pre-orders done via online banking or the Contact Center will not be filled until Branch operating hours have been re-established.

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 work with clients to determine the most appropriate way to support them through their particular financial challenges

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

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Notes to editors:

1. HSBC Holdings plc

HSBC Holdings plc, the parent company of the HSBC Group, is headquartered in London. HSBC serves customers worldwide from offices in 64 countries and territories in our geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,715bn at 31 December 2019, HSBC is one of the world's largest banking and financial services organisations.

2. HSBC Bermuda

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