

21 April 2020

HSBC's Branch Banking Hours

HSBC Bermuda has announced today that the HSBC Harbourview, St. Georges and Somerset branches will open on Thursday April 23rd and Thursday April 30th from 9am through 12pm, to provide limited banking services to the public.

After continued consultation with the Bermuda Government, the Bank will open only to provide limited banking services. For individuals, the services available are defined as cheque deposit & cash withdrawal for non-debit card holders, statement printing to support submissions for Bermuda Government unemployment support, collection of debit and/or credit cards and collection of HSBC Security Devices to enable online banking.

We ask that all customers strictly observe the 9am to 10am scheduled dedicated time for seniors, as well as social distancing norms.

The Bank continues to remind customers that HSBC ATMs and online banking services are available to the public. The HSBC Bermuda Contact Center continues to be available to support our customers during normal business hours.

Additionally, if our customers are experiencing financial difficulties, we would like to remind them to pro-actively contact their banking Relationship Manager, call 299 5959 for assistance or send an email to hsbc.debt.relief@hsbc.bm. We will review each case on an individual basis to determine the most appropriate way in which to support our customers 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

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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