

16th December, 2020

Changes to HSBC Bermuda's hours of operation over the holiday period

HSBC Bermuda's Harbourview Centre, St. Georges and Somerset branches hours of operation will be from 9:00 am to 2:00 pm, from December 21st through December 31st, with the exception of December 24th and December 31st, when the bank will be open from 9:00 am to 1:00 pm.

Head of Wealth and Personal Banking & Marketing, Tanya Bule advised "The decision to change operating hours was taken to ensure that the bank maintains optimal customer service levels during the holiday period.



Tanya Bule – HSBC Bermuda's Head of Wealth and Personal Banking & Marketing

"We place great importance on the delivery of quality service to our customers and are extremely appreciative of our employees' continued dedication in this regard. However, recent events have meant that some of our employees have either been unable to report to the branch or have had to adapt their working schedules.

"The changes to our hours of operation will enable us to have appropriate numbers of staff on hand to assist customers with their banking requirements over the holiday period.

“We remind our customers of the alternative banking services that are also available for their convenience:

- Mobile Banking App via the AppStore or via Google play
- Internet Banking – visit www.hsbc.bm,
- Automated Phone Banking – 299 5959, option 1

“On behalf of the management and staff of HSBC Bermuda, we thank our customers for their continued business and wish everyone a safe and happy holiday season.”

ends/more

Media enquiries to:

Angela Cotterill

(441) 299 6956

angela.cotterill@hsbc.bm

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\$2,918bn at 31 March 2020, HSBC is one of the world’s largest banking and financial services organisations.

2. HSBC Bermuda

HSBC Bermuda is a brand name of HSBC Bank Bermuda Limited. Founded in 1889, HSBC Bermuda is the leading provider of retail and corporate banking, investment, custody and fund administration services to international and local clients. Since 2004 it has been a wholly owned, indirect subsidiary of HSBC Holdings plc. HSBC Bank Bermuda Limited of 37 Front Street Hamilton is licensed to conduct Banking and Investment Business by the Bermuda Monetary Authority.

ends/all