

12 April 2020

### Changes to HSBC's Branch Banking Hours

**HSBC Bermuda has announced today that in light of the Bermuda Government's announcement to implement the Stay at Home order, effective Tuesday, April 13, 2021 through to end of day Friday, April 16, 2021 the Bank's branch network will be operating as follows:**

- The HSBC Harbourview, St. Georges and Somerset branches will be operating with limited banking hours of 9:00 am to 1:00 pm;
- Limited transaction services will be available and document repositories will remain open at the Harbourview and Compass Point premises.
- The Church Street Branch will remain closed until further notice.

A further update will be provided on Friday, April 16, 2021 regarding the Bank's operating hours commencing Monday, April 19, 2021.

HSBC Bermuda is also aligning with Bermuda Government guidance that staff must work remotely unless their role is deemed essential to maintaining permitted banking services and can only be undertaken on bank premises.

HSBC Bermuda is committed to serving and protecting the health of our customers and offering the same protection for our employees and the wider community. With this in mind, all customers are required to wear facial coverings or masks when on the Bank's premises, in line with Government advice.

We regret any increase in wait times or inconvenience this decision may cause our customers. Our customers are reminded that pre-orders for cash withdrawals can be made by calling 299 5959 and the ATM network is available for their convenience.

Customers are also reminded to use digital channels as much as possible through online banking and/or our mobile banking app. If you're not yet enrolled with online banking, please visit [www.hsbc.bm/register](http://www.hsbc.bm/register) or call our Contact Center on 299-5959.

We 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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