

Account services and support during Covid-19 outbreak

29 April 2020

The current sanitary curfew situation, the suspension of mailing services by the Mauritius Post Office and the closure of some of our branches have impacted a number of account services. We have implemented some measures and recommendations below to assist you during this period.

Dormant account	<ul style="list-style-type: none">◆ Contact us to activate your dormant account.
Term Deposit Account	<ul style="list-style-type: none">◆ Renew your Term Deposit Account by sending us a secured email on your Personal Internet Banking 3 days prior to maturity.◆ Access to funds on your Term Deposit Account prior to maturity by sending a secured email on your Personal Internet Banking. <p>Note that fees on premature withdrawal of term deposit are waived until 30 June 2020.</p>
Transfers	<p>Transfer funds:</p> <ul style="list-style-type: none">◆ between your HSBC accounts on Personal Internet Banking or on our ATMs.◆ locally and overseas on your Personal Internet Banking. <p>Note that local interbank transfer on Personal Internet Banking and at branch counter are free until 30 June 2020.</p>
Standing Orders and Direct Debits	<p>Cancel or put on hold your standing order/direct debit by:</p> <ul style="list-style-type: none">◆ sending us a secured message on your Personal Internet Banking◆ calling or emailing our Customer Service. <p>Note that fees on failed standing instructions are waived until 30 June 2020</p>
Balance and statement enquiries	<ul style="list-style-type: none">◆ Access/Register to Personal Internet Banking to obtain your online statements.◆ Note balance enquiries can also be made on HSBC ATMs.
Personal Internet Banking	<ul style="list-style-type: none">◆ Register if you are not already a user of HSBC Personal Internet Banking◆ Inform us if you face any difficulty to register, access, use internet banking and if the token needs to be replaced

We however strongly recommend you stay at home and use alternate channels as far as you can. However in case of absolute necessity, you may need to visit our [open branches](#).

We are here to help

Whilst we endeavour to resume with mailing PINs for your ATM card and statements as soon as the postal services restart, please note that there may be delays given the current circumstances. As the situation evolves, we will make further announcements through our [website](#).



For any queries or assistance, please contact us from 9.00 a.m. till 4.00 p.m. by:

- ◆ Calling on 800 1234 (local) or +230 403 0750 (international)
- ◆ Email on hsbcmauritius@hsbc.co.mu
- ◆ Contact your Relationship Manager

Learn more on:

- ◆ [Covid-19 Loan relief measures and fee waivers](#)
- ◆ [Ways to repay your credit card during the confinement](#)
- ◆ [Credit Card revised services and support](#)
- ◆ [Protect yourself from fraud](#)