

Retail Banking revised services during Covid-19 outbreak

25 March 2020

Dear Customers

The current situation is difficult for all but we will endeavor to continue providing our banking services to you but with some variations given the constraints imposed. We however strongly recommend you stay at home and use alternate channels as far as you can.

Branches

As from 26 March 2020 and until further notice, only our Place d'Armes Branch in Port Louis will open from 10.00a.m till 1.00p.m on weekdays.

Following services will remain available:

- ◆ Cash withdrawals
- ◆ Cash and cheque deposits at counter and ATM located at the above branch only
- ◆ Corporate Deposits
- ◆ Local interbank transfer **free of charge** from 23 March 2020 till 17 April 2020
- ◆ Overseas Telegraphic transfers
- ◆ Enquiries

Ebene, Lai Min, Flacq, Rose Hill and Curepipe Branches will remain closed until further notice. We apologise for the inconveniences this may cause.

Contact Centre

As from 24 March 2020 and until further notice, our operating hours will be from 8.00a.m till 4.00 p.m.

- ◆ Call us on 800 1234 (local) or +230 403 0750 (international)
- ◆ For reporting of lost card, call us on +230 403 0732 (24 hours)
- ◆ Email us on hsbcmauritius@hsbc.co.mu

ATMs

Get cash from:

- ◆ All HSBC ATMs will remain operational for cash withdrawals only. No deposits will be accepted.
- ◆ Other local banks' ATM – **no fees will be applicable when you withdraw cash** from your HSBC accounts from 20 March till 17 April 2020.

Personal Internet Banking

Access your account details, make local and international transfers online through HSBC Personal Internet Banking. Transfer money locally **free of charge** from 23 March 2020 till 17 April 2020.

We are here to help

We have reduced several fees to help you in these difficult times, [click to find out](#). Whilst we endeavor to continue providing our services to you, please note that there may be delays in serving you given the current circumstances. As the situation evolves, we will make further announcements through our website.

