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HSBC Mauritius' Retail Banking customers transition to eStatements

In July 2021, HSBC Mauritius launched a three-months campaign encouraging its retail customers to go paperless by receiving all their bank statements via email or through their Personal Internet Banking.

The aim of this initiative was to further transform our operations to net zero emissions by 2030 or sooner and to incentivise our customers to do as much.

With the massive cooperation of our customers throughout 2021, we are extremely pleased to announce that over 80% of retail bank statements are sent through digital channels.

5 of our customers got lucky as a result of the 'Go digital and green with eStatement' promotion and were thrilled to win a Samsung Galaxy Tab 2020.

In line with current sanitary restrictions, the announcement was conveyed to them via a Zoom meeting in December last year and the prizes have been delivered to them in their respective branches.

The Head of Wealth Personal Banking, Nitin Ramlugon, who hosted the virtual meeting, made it a point to personally congratulate the five winners on their choice for more sustainable solutions. He was warmly encouraged by their positive feedback received on their preference to bank digitally with us.

Commenting on the outcome of the campaign, Nitin Ramlugon said: "We are extremely heartened to see that our drive to put sustainability at the heart of our business, resonated well with our customers who understand that our core ambition is to support them on their journey to lower their carbon footprint. We are committed to not only playing our part in, but helping to lead, the global transition to net zero, as a provider of responsible banking services."

HSBC Mauritius has accelerated the conversion of paper statements and advices to digital with the introduction of email delivery since October 2020 and doing more. As from this year, we are consolidating all our retail banking account and loans statements to issue composite statements- merging into a single document. This will make it easier for our customers to manage different accounts.

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Note to editors:**HSBC Holdings**

HSBC Holdings plc, the parent company of HSBC, is headquartered in London. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of \$2,969bn at 30 September 2021, HSBC is one of the world's largest banking and financial services organisations.

HSBC in Mauritius

HSBC has two entities in Mauritius – a branch of The Hongkong and Shanghai Banking Corporation Limited and a local subsidiary, HSBC Bank (Mauritius) Limited. We operate four retail branches, providing a range of consumer banking services from account opening, to mortgage and personal loans and credit card offerings. Through HSBC Bank (Mauritius) Limited, the local subsidiary offers global banking services which include:

Corporate Banking

Dedicated corporate account relationship managers tailor services to customer requirements in corporate facilities and funding, and short and long-term funding in local and foreign currencies.

Global Business

One of the first banks to set up an Offshore Banking Unit in Mauritius in 1991, HSBC has grown to be one of the leading banks in the Mauritius Global Business sector. Its clients enjoy a comprehensive range of trade services, finance and facilities, catering particularly to the needs of Freeport, trade and global business companies operating from Mauritius.

HSBC's financial products and solutions offered to meet the requirements of global investors include:

- Multi-currency accounts and deposits
- Foreign exchange and treasury services
- Funds transfers and remittances on HSBCnet with Face ID recognition
- E-banking
- Trade finance
- Multi-currency corporate lending
- Global Custody Business
- Sustainable Finance
- Escrow Deals