

# Retail Banking services during Covid-19 outbreak

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 would however suggest you avoid going out and use alternate channels as far as you can.

## **Branches**

**On Monday 23 March 2020**, all branches are open from 9.00a.m till 3.30p.m for counter services.

**As from 24 March 2020 and until further notice, Place d'Armes Branch and Ebene Branch** will open from 9.30a.m till 3.00pm on weekdays.

Following services will be available:

- ◆ Cash withdrawals
- ◆ Cash and cheque deposits at counter and ATM located at the above branch
- ◆ Corporate Deposits
- ◆ Local interbank transfer
- ◆ Overseas Telegraphic transfers
- ◆ Enquiries including PIB tokens, increase credit card limits amongst others

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

## **ATMs**

Get cash from:

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

## **Bank Transfers**

Transfer money locally **free of charge** from 23 March 2020 till 17 April 2020.

## **Personal Internet Banking**

Access your account details, make local and international transfers online through HSBC Personal Internet Banking.

## **We are here to help**

Whilst we endeavor to process all customer requests smoothly, please note that there may be delays given the current circumstances.

As the situation evolves, we will make further announcements through our website.

**We are here for help, so for any queries, please [contact us](#).**

