



30 July 2020

Service Adjustments for Some Hang Seng Bank Outlets

Hang Seng places top priority on the health and safety of its customers and employees while providing essential banking services for customers in Hong Kong. In light of the latest developments in the COVID-19 situation, five university branches, 14 outlets in MTR stations and two mobile branches will be temporarily closed for service from 31 July 2020 (Friday), until further notice. Details are available on the Bank's website www.hangseng.com.

The outlets to be temporarily closed are as follows:

University Branch	City University Branch
	Baptist University Branch
	Polytechnic University Branch
	Chinese University Branch
	University of Science & Technology Branch
MTR Station Office	MTR Sheung Wan Station (Central) Office
	MTR Sheung Wan Station (East) Office
	MTR Central Station (Alexandra House) Office
	MTR Tin Hau Station Office
	MTR Jordan Station Office
	MTR Kowloon Station Office
	MTR Lai Chi Kok Station Office
	MTR Choi Hung Station Office
	MTR Wong Tai Sin Station Office
	MTR Kwun Tong Station Office
	MTR Lam Tin Station Office
	MTR Kwai Fong Station Office
	MTR Lai King Station Office
	MTR Tung Chung Station Office
Mobile Branch	Hang Seng Mobile Branch (Kai Ching Estate, Ying Tung Estate, On Tat Estate, On Tai Estate, Hung Fuk Estate)
	Hang Seng Mobile Branch 2 (Kwong Fuk Estate, Long Shin Estate, Mun Tung Estate, Cheung Wang Estate)

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Other street level branches will remain open to serve customers. Service hours have been shortened by one hour from Monday to Friday to 9:00am – 4:00pm. Saturday opening hours are 9:00am – 12:00noon.

As a convenient alternative to visiting Hang Seng service points, customers can use one of the Bank's other service channels, such as e-Banking, mobile banking or phone banking (personal customers: 2822 0228 / commercial customers: 2198 8000) to meet their banking needs. Customers wishing to visit a branch are encouraged to use the Bank's new eTicketing service via the Hang Seng Personal Banking Mobile App before heading to the branch to bypass queues and waiting time. As of this month, eTicketing is available in all branches for all customers who can register on the landing page of the app before logging in to their personal e-Banking accounts. The Bank will continue to closely monitor the situation, and may adjust the arrangement in a timely manner.

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About Hang Seng Bank

Founded in 1933, Hang Seng Bank operates around 290 service outlets serving both personal and business customers. The Bank also maintains branches in Macau and Singapore, and a representative office in Taipei.

Established in May 2007, wholly owned subsidiary Hang Seng Bank (China) Limited is headquartered in Pudong, Shanghai, and operates a mainland China network with outlets in the Pearl River Delta, the Yangtze River Delta, the Bohai Rim Region and midwest China.

With total assets of HK\$1,677 billion as at 31 December 2019, Hang Seng Bank reported a profit attributable to shareholders of HK\$24,840 million for 2019. Hang Seng Bank is a principal member of the HSBC Group, one of the world's largest banking and financial services organisations. For further information on Hang Seng Bank, please visit the Bank's website at www.hangseng.com.