

## 恒生銀行分行服務安排

恒生銀行土瓜灣分行的一名員工初步確診感染 2019 冠狀病毒病。為審慎起見，該分行由9月17日起暫時停止服務 14 天。銀行已根據衛生當局的指引，安排在該分行進行深層清潔及消毒。

因應 2019 冠狀病毒病疫情的最新發展，由2020年9月14日起，恒生銀行全線地面分行、港鐵站辦事處及商務理財中心的營業時間已更改如下，直至另行通知：

服務網點	營業時間
地面分行	星期一至五：上午 9 時至下午 4 時 30 分 星期六：上午 9 時至中午 12 時
大學分行	星期一至五：上午 9 時至下午 4 時 30 分
港鐵站辦事處	星期一至五：上午 10 時至下午 4 時 30 分 星期六：上午 10 時至中午 12 時
商務理財中心	星期一至五：上午 9 時至下午 4 時 30 分

除此之外，慈雲山分行及2間流動分行繼續暫時停止服務，直至另行通知。

服務網點	分行 / 服務地點 (服務日)	地址
分行	# 慈雲山分行	鳳德道63號
恒生流動分行	恒生流動分行 - 啟晴邨 (逢星期一)	啟晴邨近康晴樓上落客貨位
	恒生流動分行 - 迎東邨 (逢星期二)	迎東邨近迎喜樓上落客貨位
	恒生流動分行 - 安達邨 (逢星期三)	安達邨近俊達樓屋邨管理處
	恒生流動分行 - 安泰邨 (逢星期四)	安泰邨近錦泰樓
	恒生流動分行 - 洪福邨 (逢星期五)	洪福邨近洪樂樓上落客貨位
	恒生流動分行 2 - 廣福邨 (逢星期一)	廣福邨近廣仁樓
	恒生流動分行 2 - 朗善邨 (逢星期二)	朗善邨近善良樓
	恒生流動分行 2 - 滿東邨 (逢星期三)	滿東邨近滿順樓
恒生流動分行 2 - 長宏邨 (逢星期五)	長宏邨近宏毅樓	

# 本分行保管箱營業時間為逢星期一上午 9 時至中午 12 時，直至另行通知。有關詳情，歡迎致電客戶服務熱線 (2822 0228)。

由於各大學已加強保安措施，只限大學職員及學生才可進入校園。客戶如需進入各大學分行，我們建議客戶可先請致電本行客戶服務熱線2822 0228查詢詳情。

為保障客戶及員工的安全和健康，恒生已推出一系列防疫措施，包括加強分行的深層清潔消毒、在開放式櫃台加設隔離膠板、要求員工於工作期間必須佩戴口罩，並提醒他們要經常清潔及消毒雙手。此外，銀行會為進入分行的客戶量度體溫及提示客戶戴上口罩。

在恒生銀行服務網點以外，客戶可透過銀行其他多元化的服務渠道，包括恒生e-Banking、流動理財服務應用程式或電話理財服務熱線(個人客戶：28220228 / 商業客戶：2198 8000) 滿足他們的理財需要。

客戶如欲親臨分行，則可使用櫃位手機取票服務 ( eTicketing )，該服務已擴展至所有恒生分行及所有客戶，客戶到分行前預先透過恒生個人流動理財服務應用程式，無需登入個人e-Banking 便可在手機預先遙距取票，減省在分行內等候服務的時間。個人銀行新客戶如需開立新戶口可使用全新推出的手機開戶服務，透過恒生個人流動理財服務應用程式在家中舒適地遞交申請。如客戶欲親臨分行開立新戶口亦可透過恒生銀行網頁使用網上預約開戶服務，在到訪分行前進行網上預約。

就上述安排對客戶造成不便，恒生謹此致歉。

## Hang Seng Bank Branch Service Arrangement

Starting from 17 September, Hang Seng Bank's To Kwa Wan Branch is temporarily closed for 14 days as a precautionary measure after a staff member has preliminarily tested positive for COVID-19. The Branch is cleansed and disinfected thoroughly in accordance with the guidelines of the health authorities.

In response to the latest developments in the COVID-19 situation, service hours of all street-level branches, outlets in MTR stations and Business Banking Centres have been adjusted from 14 September 2020 until further notice as follows:

Service Outlets	Service Hours	
Street-level Branch	Monday to Friday:	9:00am – 4:30pm
	Saturday:	9:00am – 12:00noon
University Branch	Monday to Friday:	9:00am – 4:30pm
MTR Station Office	Monday to Friday:	10:00am – 4:30pm
	Saturday:	10:00am – 12:00noon
Business Banking Centre	Monday to Friday:	9:00am – 4:30pm

Other than the above, Tsz Wan Shan Branch and 2 mobile branches remain closed for services until further notice.

Service Outlets	Branch / Servicing location (Servicing day)	Address
Branch	# Tsz Wan Shan Branch	63 Fung Tak Road
Hang Seng Mobile Branch	Hang Seng Mobile Branch - Kai Ching Estate (Every Monday)	Loading / Unloading space near Hong Ching House, Kai Ching Estate
	Hang Seng Mobile Branch - Ying Tung Estate (Every Tuesday)	Loading / Unloading space near Ying Hei House, Ying Tung Estate
	Hang Seng Mobile Branch - On Tat Estate (Every Wednesday)	Open space near Estate Management Office at Chun Tat House, On Tat Estate
	Hang Seng Mobile Branch - On Tai Estate (Every Thursday)	Site near Kam Tai House, On Tai Estate
	Hang Seng Mobile Branch - Hung Fuk Estate (Every Friday)	Loading / Unloading space near Hung Lok House, Hung Fuk Estate
	Hang Seng Mobile Branch 2 - Kwong Fuk Estate (Every Monday)	Site near Kwong Yan House, Kwong Fuk Estate
	Hang Seng Mobile Branch 2 - Long Shin Estate (Every Tuesday)	Site near Shin Leung House, Long Shin Estate
	Hang Seng Mobile Branch 2 - Mun Tung Estate (Every Wednesday)	Site near Mun Shun House, Mun Tung Estate
	Hang Seng Mobile Branch 2 - Cheung Wang Estate (Every Friday)	Site near Wang Ngai House, Cheung Wang Estate



恒生銀行  
HANG SENG BANK

# The opening hours of safe deposit box are 9:00am to 12:00noon on every Monday until further notice. For details, please call our Customer Service Hotline (2822 0228).

Due to the implementation of enhanced security measures at the universities, access to university campus may be restricted to staff and students only. Customers wishing to visit university branches are encouraged to call our Customer Service Hotline at 2822 0228 in advance.

To safeguard the health and safety of customers and employees, the Bank has put in place a wide range of protective measures including more frequent deep cleaning of branch premises on top of the regular daily cleaning schedule, setting up portable acrylic screens at open banking counters, and requiring staff to wear surgical masks while on duty and reminding them to regularly wash and sanitise hands. In addition, customers entering the Bank will have their temperature checked and advised to wear surgical masks.

As a convenient alternative to visiting Hang Seng service outlets, 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 minimise waiting time. 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. For new-to-bank personal customers who wish to open a banking account with Hang Seng, the newly launched Mobile Account Opening service available on Hang Seng Personal Banking mobile app enables customers to complete their applications from the comfort of their own homes. Customers who prefer to open a personal account in person can also enjoy extra convenience with the eAppointment for Account Opening service on Hang Seng's public website to pre-schedule an appointment prior to visiting branch.

The Bank apologise for any inconvenience caused.