

Hang Seng Bank Branches Service Arrangement

In providing banking services to customers, Hang Seng Bank also puts the health and safety of its customers and staff as a top priority.

After closing a number of service points earlier as a precautionary measure in response to the developing COVID-19 situation, the Bank has re-opened 15 street-level branches, 4 MTR station outlets and 3 Business Banking Centres. The service points to be reopened are as follows:

Branch	Address
Sheung Wan Branch	Shop 9-10, 1/F, Tung Ning Building, 251 Des Voeux Road Central
United Centre Branch	Shop 1026 – 1028 & 2029, United Centre, 95 Queensway
Wanchai Branch	1/F, Allied Kajima Building, 138 Gloucester Road
City Garden Prestige and Preferred Banking Centre	233 Electric Road
East Point City Branch	Shop 217C, Level 2, East Point City
Ngau Tau Kok Branch	5 Jordan Valley North Road
San Po Kong Branch	56 Tseuk Luk Street
Kowloon City Branch	360 Prince Edward Road
141 Prince Edward Road Branch	141 Prince Edward Road
Tai Ho Road Branch	30 Tai Ho Road
Kwun Tong Prestige and Preferred Banking Centre	Shop 7, 1/F, Crocodile Center, 79 Hoi Yuen Road
Waterloo Road Prestige and Preferred Banking Centre	86 Waterloo Road
Whampoa Estate Prestige and Preferred Banking Centre	46 Tak Man Street
Tai Wai Branch	33 Tai Wai Road
Tuen Mun Town Plaza Prestige and Preferred Banking Centre	Shop 36, Upper G/F, Tuen Mun Town Plaza, Phase II
MTR Central (Alexandra House) Station Office	MTR Central (Alexandra House) Station
MTR Lam Tin Station Office	MTR Lam Tin Station
MTR Wong Tai Sin Station Office	MTR Wong Tai Sin Station
MTR Jordan Station Office	MTR Jordan Station
Wanchai Business Banking Centre	Unit C-E, 15/F, China Overseas Building, 139 Hennessy Road, Wanchai
Mongkok Business Banking Centre	19/F, Hang Seng Mongkok Building, 677 Nathan Road, Mongkok
Tim Sha Tsui Hankow Road Business Banking Centre	Rooms 1002-8, 10/F, Sands Building, 17 Hankow Road, Tsim Sha Tsui

Branch Opening Hours:

Mon – Fri 09:00 - 17:00
 Sat 09:00 - 12:00

Other than the above, another 4 street-level branches, 6 MTR station outlets and 1 Sales and Service Centre remain closed until further notice. The shorter Saturday service hours (9:00am to 12:00noon) at open outlets are also remained in effect.

The service points to be temporarily closed are as follows:

Branch	Address
Shek Tong Tsui Prestige and Preferred Banking Centre	486 Queen's Road West
North Point (Java Road) Prestige and Preferred Banking Centre	Shops Nos. 6-10, G/F, Ka Wai Building, Nos. 146-166 Java Road
Tam Kung Road Branch	38 Tam Kung Road
Tai Po Branch	35 Kwong Fuk Road
MTR Sheung Wan (Central) Station Office	MTR Sheung Wan (Central) Station
MTR Tin Hau Station Office	MTR Tin Hau Station
MTR Kwun Tong Station Office	MTR Kwun Tong Station
MTR Lai Chi Kok Station Office	MTR Lai Chi Kok Station
MTR Kwai Fong Station Office	MTR Kwai Fong Station
MTR Kowloon Station Office	MTR Kowloon Station
Sheung Shui Sales and Service Centre	Shop 1040-1042, Level 1, Sheung Shui Centre

As a convenient alternative to visiting Hang Seng's physical 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.

The Bank apologises for any inconvenience caused.