

Hang Seng Bank Branches Service Arrangement

In providing banking services to customers, Hang Seng Bank also puts the health and well-being 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 will re-open nine street-level branches from next Monday, 16 March 2020 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
City Garden Prestige and Preferred Banking Centre	233 Electric Road
East Point City Branch	Shop 217C, Level 2, East Point City
141 Prince Edward Road Branch	141 Prince Edward Road
Waterloo Road Prestige and Preferred Banking Centre	86 Waterloo Road
Whampoa Estate Prestige and Preferred Banking Centre	46 Tak Man Street
Tuen Mun Town Plaza Prestige and Preferred Banking Centre	Shop 36, Upper G/F, Tuen Mun Town Plaza, Phase II
Tai Wai Branch	33 Tai Wai Road

Opening Hours:

Mon – Fri 09:00 - 17:00

Sat 09:00 - 12:00

Other than the above, another nine street-level branches (except safe deposit box services), ten MTR station outlets, one Sales and Service Centre and three Business Banking Centres will remain closed until further notice as risk management measures. The shorter Saturday service hours (9:00am to 12:00noon) at open outlets will also remain in effect.

The service points to be temporarily closed are as follows:

Branch	Address
MTR Kwai Fong Station Office	MTR Kwai Fong Station
MTR Jordan Station Office	MTR Jordan Station
MTR Wong Tai Sin Station Office	MTR Wong Tai Sin Station
MTR Kwun Tong Station Office	MTR Kwun Tong Station
MTR Central (Alexandra House) Station Office	MTR Central (Alexandra House) Station
MTR Lai Chi Kok Station Office	MTR Lai Chi Kok Station
MTR Sheung Wan (Central) Station Office	MTR Sheung Wan (Central) Station
MTR Tin Hau Station Office	MTR Tin Hau Station
MTR Lam Tin Station Office	MTR Lam Tin Station
MTR Kowloon Station Office	MTR Kowloon Station
Sheung Shui Sales and Service Centre	Shop 1040-1042, Level 1, Sheung Shui Centre
Tsim Sha Tsui Hankow Road Business Banking Centre	Rooms 1002-8, 10/F, Sands Building, 17 Hankow Road, Tsim Sha Tsui
Mongkok Business Banking Centre	19/F, Hang Seng Mongkok Building, 677 Nathan Road, Mongkok
Wanchai Business Banking Centre	Unit C-E, 15/F, China Overseas Building, 139 Hennessy Road, Wanchai
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
Wanchai Branch	1/F, Allied Kajima Building, 138 Gloucester Road
Kwun Tong Prestige and Preferred Banking Centre	Shop 7, 1/F, Crocodile Center, 79 Hoi Yuen Road
Tam Kung Road Branch	38 Tam Kung Road
San Po Kong Branch	56 Tseuk Luk Street
# Ngau Tau Kok Branch	5 Jordan Valley North Road
# Tai Ho Road Branch	30 Tai Ho Road
Tai Po Branch	35 Kwong Fuk Road

Safe deposit services of this branch will remain normal.

As a convenient alternative to visiting Hang Seng's physical outlets, customers are encouraged to 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.