



Hang Seng Bank Branch Service Arrangement

In response to staff members informed the Bank that they had preliminarily tested positive for COVID-19, the service of the following branches are arranged as below:

- (1) Yuen Long (Kau Yuk Road) Branch is temporarily closed starting from 7 February until further notice.
- (2) Tai Wai Branch is temporarily closed starting from 8 February until further notice.
- (3) Kowloon Bay Prestige & Preferred Banking Centre is temporarily closed starting from 9 February until further notice.

Other than the above, the Bank's five university branches, 11 outlets in MTR stations and two mobile branches will temporarily closed for service until further notice.

The service points to be temporarily closed are as follows:

Service Outlets	Branch / Servicing location (Servicing day)	Address
Street-level Branch	Yuen Long (Kau Yuk Road) Branch	1/F, Fu Ho Building, 5 Kau Yuk Road
University branch	Baptist University Branch	4/F, Sir Run Run Shaw Building, HK Baptist University
	Chinese University Branch	Room 101, John Fulton Centre, The Chinese University of HK
	City University Branch	Level 3, Academic Building, City University of HK
	Polytechnic University Branch	Room VA207, The HK Polytechnic University
	University of Science and Technology Branch	Shop G201-203, G/F, Academic Building, The Hong Kong University of Science and Technology
MTR Station Office	MTR Sheung Wan Station (East) Office	MTR Sheung Wan Station (near Exit E)
	MTR Central Station (Alexandra House) Office	MTR Central Station (Alexandra House) Concourse
	MTR Tin Hau Station Office	MTR Tin Hau Station (near Exit A)
	MTR Jordan Station Office	MTR Jordan Station (near Exit A/B)
	MTR Kowloon Station Office	MTR Kowloon Station (near Exit A)
	MTR Lai Chi Kok Station Office	MTR Lai Chi Kok Station (near Exit A)
	MTR Choi Hung Station Office	MTR Choi Hung Station Concourse
	MTR Wong Tai Sin Station Office	MTR Wong Tai Sin Station (near Exit D)
	MTR Kwun Tong Station Office	MTR Kwun Tong Station (near Exit C)
	MTR Lai King Station Office	MTR Lai King Station (near Exit B)
	MTR Tung Chung Station Office	MTR Tung Chung Station Concourse
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

In response to the latest developments in the COVID-19 situation, the service hours of all street-level branches and business banking centres are adjusted as follows, reduced service is already being provided on Saturdays, with only 8 street-level branches open for service from 9:00 am to 12:00 noon until further notice.

Service Outlets	Service hours
Street-level Branch	Monday to Friday: 10:00am – 3:30pm Saturday: # 9:00am – 12:00noon # Only 8 street-level branches
Business Banking Centre	Monday to Friday: 9:00am – 4:00pm

Branches to be opened on Saturdays as follows:

Location	Street-level Branch (Remain opened on Saturdays: 9:00am – 12:00noon)
Hong Kong Island	Hong Kong Main Branch
	Aberdeen Centre Branch
	North Point Branch
Kowloon	Kowloon Main Branch
	Hoi Yuen Road Branch
	Whampoa Estate Branch
	Castle Peak Road Branch
New Territories	Chung On Street Branch



Hang Seng places top priority on the health and safety of its customers and employees while providing essential banking services to Hong Kong customers. As a precaution to the COVID-19 situation, the Bank has 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 acrylic screens at open banking counters, and requiring staff to measure their body temperature before work and wear surgical masks at all times while on duty. The Bank will remind its staff to regularly wash and sanitise hands. In addition, customers visiting Bank branches will have their temperature checked and advised to wear surgical masks. Recently, the Bank has also deployed an Intelligent Disinfection Robot at its Headquarters Branch to enhance disinfection and sterilization of the branch customer service areas. The move is welcomed by customers and more robots will be gradually deployed to other branches with larger floor areas. The Bank will continue to closely monitor the situation and consider measures where appropriate.

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 eTicketing for Counter Services via the Hang Seng Personal Banking mobile app before heading to the branch to bypass queues and minimise waiting time. eTicketing for Counter Services 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 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.