

## Hang Seng Bank Branch Service Arrangements

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, starting from 5 March 2022 (Saturday), all street-level Branches and MTR Offices will be temporarily closed for service on Saturdays until further notice. Customers are advised to use one of the Bank's other service channels, such as e-Banking, mobile banking or phone banking (personal customers: 2822 0228) to meet their banking needs.

As further precautionary actions in response to the latest developments in the COVID-19 situation, the following Hang Seng Bank branches are temporarily closed until further notice.

The service outlets to be temporarily closed are as follows:

Service Outlets	Branch / Servicing location (Servicing day)	Address
Street-level Branch - Hong Kong Island	Causeway Bay Branch #	28 Yee Wo Street
	Des Voeux Road West Branch #	52 Des Voeux Road West
	Happy Valley (Village Road and King Kwong Street) - Prestige & Preferred Banking Centres #	76 Village Road and 18A-22 King Kwong Street
	Johnston Road Branch #	142 Johnston Road
	Quarry Bay Branch #	989 King's Road
	Taikoo Shing Branch	Shop G15, G/F, Fu Shan Mansion, 25 Taikoo Shing Road
Street-level Branch – Kowloon	Castle Peak Road Branch #	339 Castle Peak Road
	Cheung Sha Wan Plaza Branch	Shop M02, Cheung Sha Wan Plaza
	Chung On Street Branch	38 Chung On Street
	East Point City Branch	Shop 217C, Level 2, East Point City
	Kowloon Bay Prestige & Preferred Banking Centre	Shop 3B, 1/F, Telford House
	Lok Fu Plaza Branch	Shop G202, Lok Fu Plaza
	Pei Ho Street Branch #	151 Pei Ho Street
	San Po Kong Branch	56 Tseuk Luk Street
	Tai Ho Road Branch #	30 Tai Ho Road
	Tsimshatsui Branch #	18 Carnarvon Road
	Waterloo Road Branch #	86 Waterloo Road



Service Outlets	Branch / Servicing location (Servicing day)	Address
	Yaumati Branch #	363 Nathan Road
Street-level Branch – New Territories	MOSTown Branch	Shop Nos. 3221-3223, Level 3, MOSTown
	Shatin Branch	Shop 18, Lucky Plaza, Wang Pok Street
	Shatin City One Branch	Shop 141-143, Fortune City One
	Tai Po Branch	35 Kwong Fuk Road
	Tin Shui Wai Branch	Shop 122, 1/F, +WOO (Phase 2), 12-18 Tin Yan Road, Tin Shui Wai
	Tuen Mun Heung Sze Wui Road Branch	Shops 6 & 7, Ming Wai Building, Nos. 4-26 Tuen Mun Heung Sze Wui Road
	Yuen Long Branch #	93 Castle Peak 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



Service Outlets	Branch / Servicing location (Servicing day)	Address
	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
Business Banking Centre	Causeway Bay Business Banking Centre	Unit 3402, 34/F, Lee Garden One, 33 Hysan Avenue, Causeway Bay
	Kwun Tong Business Banking Centre	Unit 1901, 19/F, Crocodile Centre, 79 Hoi Yuen Road, Kwun Tong

# Branch with Safe Deposit Box Services

For information and assistance on branch operations and safe deposit box services at the above Branches, customers may call the Bank's Customer Service Hotline (Tel: 2822 0228).

The following Hang Seng Branches previously closed have been reopened for service. Branches to be reopened are as follows:

Branch / Servicing location	Address	Service Hours
Aberdeen Centre Branch	10 Nam Ning Street	Monday to Friday: 10:00am – 3:30pm Saturday: # 9:00am – 12:00noon
Central Branch	G/F and 1/F, Hing Wai Building, 36 Queen's Road Central	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Chai Wan Branch	G/F, Man Foong Industrial Building, 7 Cheung Lee Street	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Head Office (1/F)	1/F, 83 Des Voeux Road Central	Monday to Friday: 10:00am – 3:30pm Saturday: # 9:00am – 12:00noon
Head Office Signature Centre	3S/F, 83 Des Voeux Road Central	Monday to Friday: 10:00am – 3:30pm Saturday: # 9:00am – 12:00noon
Hysan Avenue Branch	Shop D & E, G/F & 1/F, Eton Tower, No.8 Hysan Avenue	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Shau Kei Wan Branch	Shop 6, 1/F, i-UniQ Residence, 295 Shau Kei Wan Road	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
United Centre - Branch and Prestige Banking Centre	Shop 1026-1028 and Shop 1007 - 1008, United Centre, 95 Queensway	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Wanchai Branch	1/F, Allied Kajima Building, 138 Gloucester Road	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Hoi Yuen Road Branch	55 Hoi Yuen Road	Monday to Friday: 10:00am – 3:30pm Saturday: # 9:00am – 12:00noon
Hung Hom Branch	21 Ma Tau Wai Road	Monday to Friday: 10:00am – 3:30pm Saturday: Closed



<b>Branch / Servicing location</b>	<b>Address</b>	<b>Service Hours</b>
Kowloon Main Branch	618 Nathan Road	Monday to Friday: 10:00am – 3:30pm Saturday: # 9:00am – 12:00noon
Luk Yeung Galleria Prestige & Preferred Banking Centre	Shop Unit F21A, Level 1, Luk Yeung Galleria	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Mei Foo Sun Chuen (Nassau Street) – Branch and Prestige Banking Centre	Shops 10 and Nos. N23-N25, G/F, Nos. 1-15, 2-24 and Nassau Street	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Mongkok Branch	677 Nathan Road	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
MTR Tsuen Wan Station Office	MTR Tsuen Wan Station (near Exit C)	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Ngau Tau Kok Branch	5 Jordan Valley North Road	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
To Kwa Wan Branch	33 To Kwa Wan Road	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Tsimshatsui Business Banking Centre	18 Carnarvon Road	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Whampoa Estate Branch	46 Tak Man Street	Monday to Friday: 10:00am – 3:30pm Saturday: # 9:00am – 12:00noon
Wong Tai Sin Branch	Shop No.121A, Level 1, Wong Tai Sin Plaza	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Fanling Branch	9 Luen Hing Street, Luen Wo Market	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
San Fung Avenue - Branch and Prestige Banking Centre	53 and 94 San Fung Avenue	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Tai Wai Branch	33 Tai Wai Road	Monday to Friday: 10:00am – 3:30pm Saturday: Closed
Yuen Long (Kau Yuk Road) Branch	1/F, Fu Ho Building, 5 Kau Yuk Road	Monday to Friday: 10:00am – 3:30pm Saturday: # 9:00am – 12:00noon

# Starting from 5 March 2022 (Saturday), all street-level Branches and MTR Offices will be temporarily closed for service on Saturdays until further notice.



Other than the above, other street-level branches and business banking centres will remain open to serve customers. Service hours have been shortened Mondays to Fridays with the new service hours being 10:00 am to 3:30 pm. Starting from 5 March 2022 (Saturday), all street-level Branches and MTR Offices will be temporarily closed for service on Saturdays until further notice.

Service Outlets	Service hours
Street-level Branch	Monday to Friday: 10:00am – 3:30pm Saturday: # 9:00am – 12:00noon  # Starting from 5 March 2022 (Saturday), all street-level Branches and MTR Offices will be temporarily closed for service on Saturdays until further notice.
Business Banking Centre	Monday to Friday: 10:00am – 3:30pm

The following branches will remain open to serve customers on 26 February 2022 (Saturday).

Service Date	Service hours	Street-level Branch	Address
26 February 2022 (Saturday)	9:00am – 12:00noon	Aberdeen Centre Branch	10 Nam Ning Street
		Head Office	83 Des Voeux Road Central
		North Point Branch	335 King's Road
		Hoi Yuen Road Branch	55 Hoi Yuen Road
		Kowloon Main Branch	618 Nathan Road
		Whampoa Estate Branch	46 Tak Man Street
		Yuen Long (Kau Yuk Road) Branch	1/F, Fu Ho Building, 5 Kau Yuk Road

For information and assistance on branch operations at the above Branches, customers may call the Bank's Customer Service Hotline (Tel: 2822 0228).



恒生銀行  
HANG SENG BANK

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. These measures are also applied in all re-opened service outlets.

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, phone banking (personal customers: 2822 0228 / commercial customers: 2198 8000) or self-service banking 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.