



20 July 2020

**Services Adjustments for Hang Seng Bank Outlets
eTicketing Available at All Branches, Pre-registration to Avoid Crowds**

Hang Seng Bank will be taking further precautionary actions in response to developments in the COVID-19 situation. Starting from tomorrow (21 July), the Hang Seng Bank Tsz Wan Shan Branch will be temporarily closed for service. All branch outlets and Business Banking Centres will be closing earlier than usual on Monday to Friday, with the opening hours adjusted to 9:00am – 4:00pm. The Saturday opening hours of all branch outlets will remain at 9:00am – 12:00noon. The adjustments will remain in effect until further notice. Details are available on the Bank's website www.hangseng.com.

Hang Seng places top priority on the health and safety of its customers and employees while providing essential banking services for customers in Hong Kong. The Bank will monitor the number of people inside bank branches to maintain appropriate social distancing. To reduce crowds, customers may be asked to queue up outside bank halls if there are already a large number of people inside. Customers 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. They can register on the landing page of the app without the need to log into their personal e-Banking accounts.

Hang Seng rolled out its new eTicketing service to all street-level branches* earlier in July. The app will show the customer's ticket number and the ticket that is being served at the time. They can then monitor their virtual 'queue position' in real time through the app. Customers who have registered their mobile phone numbers will receive SMS notifications when their ticket number is close to being served, enabling them to arrive at the branch just in time.

As a convenient alternative to visiting Hang Seng's service points, 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.

** Exclude Shek Tong Tsui Prestige & Preferred Banking Centres*

END

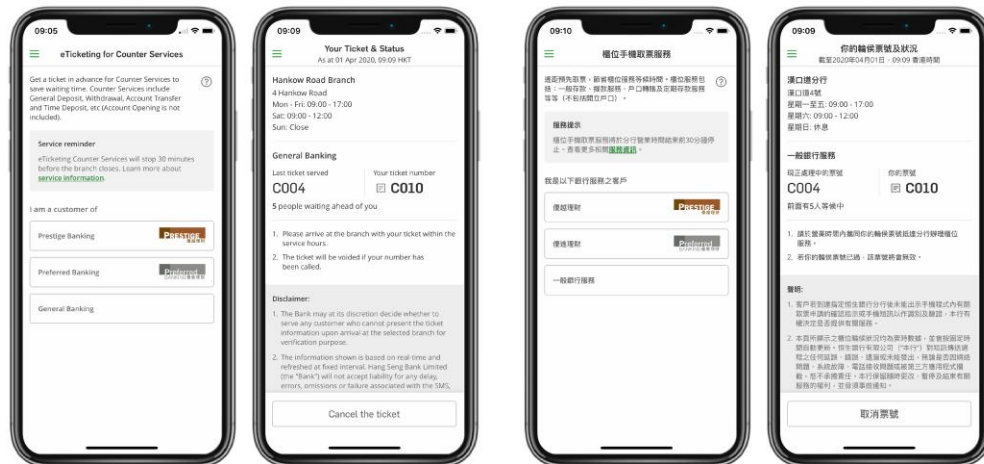


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Photo Caption

Photo 1

To bypass the queue and minimise their in-branch waiting time, customers can obtain an eTicket for counter services at all Hang Seng street-level branches via the Hang Seng Personal Banking mobile app before they arrive. They can register on the landing page of the app without the need to log into their personal e-Banking accounts. The app will show their ticket number as well as the ticket currently being served.



eTicketing for Counter Services
櫃位手機取票服務



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About Hang Seng Bank

Founded in 1933, Hang Seng Bank operates around 290 service outlets serving both personal and business customers. The Bank also maintains branches in Macau and Singapore, and a representative office in Taipei.

Established in May 2007, wholly owned subsidiary Hang Seng Bank (China) Limited is headquartered in Pudong, Shanghai, and operates a mainland China network with outlets in the Pearl River Delta, the Yangtze River Delta, the Bohai Rim Region and midwest China.

With total assets of HK\$1,677 billion as at 31 December 2019, Hang Seng Bank reported a profit attributable to shareholders of HK\$24,840 million for 2019. Hang Seng Bank is a principal member of the HSBC Group, one of the world's largest banking and financial services organisations. For further information on Hang Seng Bank, please visit the Bank's website at www.hangseng.com.