



19 July 2020

## **Hang Seng Bank Tuen Mun Heung Sze Wui Road Branch Temporarily Closed for 14 days for Deep Cleaning**

Starting from tomorrow (20 July), the Hang Seng Bank Tuen Mun Heung Sze Wui Road Branch will be temporarily closed for 14 days for further deep cleaning after a staff member informed the Bank that he has preliminarily tested positive for COVID-19. He is awaiting further testing. As a prudent measure, the Tuen Mun Heung Sze Wui Road Branch will be closed for two weeks. The Branch will be cleansed and disinfected thoroughly in accordance with the guidelines of the health authorities. All Branch staff have been advised to self-quarantine at home for 14 days and arranged to be tested for COVID-19.

The concerned staff's body temperature was normal when he reported for duty at the Branch on 14 July. He started feeling unwell in the afternoon and went to consult a private doctor where he voluntarily took a deep-throat saliva test. Starting from 15 July, he was on leave as earlier planned and did not return to the Branch. The Department of Health notified the staff last night (18 July) that he has preliminarily been tested positive. His main duties involve handling general customer enquiries in the bank hall, and close contact with customers is limited. He wore eye shield, surgical mask and glove throughout his time on duty. All Branch staff are confirmed to have been wearing surgical masks while on duty, as required by the Bank. The Bank is offering the staff member its full support and assistance. Should customers have enquiries about the Coronavirus disease or Heung Sze Wui Road Branch, they may call the Centre for Health Protection Hotline (Tel: 2125 1111 / 2125 1122) or Hang Seng customer hotline (Tel: 2822 0228) respectively.

Hang Seng places top priority on the health and safety of its customers and employees while providing essential banking services for Hong Kong customers. As a precaution to the COVID-19 situation, the Bank has put 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 portable 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 and reminding them to regularly wash and sanitise hands. In addition, customers entering the Bank will have their temperature checked and advised to wear surgical masks.

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