



12 January 2018

Hang Seng Mobile Branch Serves Remote Areas

Launched in late December 2017, Hang Seng Bank's new Mobile Branch is making it easier for residents of three public housing estates in remote areas to access banking services.

Hang Seng Mobile Branch is stationed at Kai Ching Estate in Kai Tak, On Tat Estate in Kwun Tong and Hung Fuk Estate in Yuen Long on Mondays, Wednesdays and Fridays respectively. Arrangements are underway to extend Mobile Branch services to two additional public housing estates.

Two members of service staff are stationed at the Mobile Branch to provide general banking services such as account opening, cash deposit and withdrawal, transfer of funds, cheque deposit and Hong Kong dollar-renminbi currency exchange. The Bank will also provide automated banking services near the service locations of the Mobile Branch, with ATMs at Kai Ching Estate and On Tat Estate already in operation.

Accompanied by Hang Seng Bank Vice-Chairman and Chief Executive Ms Louisa Cheang, Mr Norman Chan, Chief Executive of the Hong Kong Monetary Authority, today visited Hang Seng Mobile Branch at Hung Fuk Estate to learn more about the banking services it provides to the community. Mr Chan said: "I am glad to visit today Hang Seng Bank's mobile branch in Yuen Long which was launched recently to understand their services. I commend Hang Seng Bank for responding actively to the HKMA's call for enhancing banking services in public housing estates and addressing the needs for basic banking services of the grassroots."

Ms Cheang said: "Hang Seng strives to provide customers with convenient banking services through a comprehensive range of service channels. We are delighted to have opened our first Mobile Branch, which enables us to better serve the basic banking needs of the local community in remote areas and further promote financial inclusion."

To support community development, Hang Seng has partnered with local NGO St James' Settlement to organise financial literacy fairs for young people and local residents at the Mobile Branch. The next fair will be held on 27 January 2018 at Hung Fuk Estate, and will feature workshops and game booths themed around banking and financial management concepts.

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The Mobile Branch has a wheelchair lift installed to meet the needs of different customers.

The service locations and opening hours of Hang Seng Mobile Branch are as follows:

Service Day ¹	Location	Opening Hours
Monday	Kai Ching Estate, Kai Tak	9:30 am to 2:00 pm
Wednesday	On Tat Estate, Kwun Tong	3:00 pm to 5:00 pm
Friday	Hung Fuk Estate, Yuen Long	

The service scope of Hang Seng Mobile Branch includes:

- Account opening
- Cash deposit and withdrawal²
- Cheque deposit
- Funds transfer²
- Time deposit (new, renewal, change of maturity instructions)
- Hong Kong dollar-renminbi currency exchange
- Passbook update
- Deposit of gift cheque
- General enquiries

Notes

1. Hang Seng Mobile Branch is closed on public holidays.
2. Cash deposits, withdrawals and fund transfers are subject to maximum daily limits.

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Photo Caption

Accompanied by Hang Seng Bank Vice-Chairman and Chief Executive Ms Louisa Cheang (left), Mr Norman Chan, Chief Executive of the Hong Kong Monetary Authority, today visited Hang Seng Mobile Branch at Hung Fuk Estate to learn more about the banking services it provides to the community.



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About Hang Seng Bank

Founded in 1933, Hang Seng Bank operates around 270 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\$1,401 billion as at 30 June 2017, Hang Seng Bank reported a profit attributable to shareholders of HK\$9,838 million for the first half of 2017. 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.