



31 January 2020

**Hang Seng Bank Outlets To Close at Noon on Saturdays Until Further Notice
Other Arrangements During Weekdays Under Consideration, To Be Updated**

Hang Seng Bank places top priority on the health and safety of its employees and customers. The Bank has had a number of precautionary health measures to protect against the novel coronavirus in place from 29 January, the first working day following the Chinese New Year holiday. These include more frequent cleaning at its outlets and offices, and all non-service critical staff to work from home until 8 February. Frontline and service-critical staff are required to check their temperature before leaving for work and to wear surgical masks at all times while on duty. Business trips to mainland China have been suspended and all staff (frontline and service-critical staff included) who have visited mainland China over the holidays are required to inform their managers and to stay or work at home for 14 days following their return to Hong Kong.

While the Bank continually strives to maintain normal banking services for the convenience of customers, we will be taking further precautionary actions in response to the latest developments related to the novel coronavirus. Starting from tomorrow (1 February), the Saturday opening hours of all Hang Seng branch outlets will be adjusted to 9:00am – 12:00noon. This adjustment means all branches will be closing one to two hours earlier than usual until further notice. The Bank is also looking at arrangements to temporarily close 18 street level branches, 10 outlets in MTR stations and 3 Business Banking Centres in phases by 5 February 2020. Details will be announced when finalized and posted on the Bank's website www.hangseng.com.

Customers are advised to visit other Hang Seng outlets or use 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.

The Bank apologises for any inconvenience caused.

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About Hang Seng Bank

Founded in 1933, Hang Seng Bank operates around 280 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\$1,657 billion as at 30 June 2019, Hang Seng Bank reported a profit attributable to shareholders of HK\$13,656 million for the first half of 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.