



关于疫情期间服务安排的通知

亲爱的客户，

为了配合上海市最新的新冠肺炎疫情防控措施，总部位于浦东地区的汇丰银行（中国）有限公司已于即日起启动业务持续方案，确保银行正常运营。在此期间，您仍可继续通过本行的多种电子渠道查询账户结余、账户流水，办理存款、本地及跨境付款等交易。如需任何帮助，请通过工商金融服务热线（400 821 8878）、汇丰中国个人银行客户服务热线（95366）进行咨询，或联系您的客户经理。

后续银行将根据疫情防控形势和具体要求对相关服务安排进行动态调整，并及时与您沟通。在此期间可能给您造成不便，还望予以谅解。

汇丰中国对疫情的发展保持高度关注，以客户和员工的安全健康为先，已采取一系列防控疫情及便捷业务措施，为客户持续提供支持，并为尽早战胜疫情贡献自己的一份力量。

最后，感谢您的理解和支持！祝您健康平安！

顺颂商祺。

汇丰银行(中国)有限公司

2022年3月28日



Service Arrangement under COVID-19

Dear customer (s),

Please be advised HSBC China Head Office which is based in the PuDong area has activated Business Continuity Plan with immediate effect, as the Shanghai authorities are taking new control measures to combat COVID-19.

The Business Continuity Plan enabled us to ensure our business operates as usual and minimize the impact on customers. You can continue using our multiple digital channels to enquiry bank balance and statement, proceed transactions including deposit, domestic and foreign payments. Enquiries can also be raised by calling our Commercial Banking Service Hotline (**400 821 8878**) and Wealth and Personal Banking Customer Service Hotline (**95366**). You may also reach out to your relationship manager for help.

We will keep you duly informed of any new service arrangements as needed in support of the city's pandemic control. We apologize for any inconvenience that this might cause.

HSBC China is closely monitoring the latest developments of the pandemic. The safety and health of our customers and employees have always been our top priority and we have put in place measures and procedures of disease prevention and control. We are also committed to contributing to the collective efforts in overcoming the challenges.

We would like to thank you for your understanding and support, and wish our customers to be safe and healthy!

Yours sincerely

HSBC Bank (China) Company Limited

28 March 2022