



Dear Customer,

We continue to offer essential banking services through most of our branches in India. However, to ensure the health and safety of our customers and employees in the backdrop of the Covid-19 situation, the below mentioned branches will not be operational till further notice.

List of branches which will NOT be operational till further notice.

City	Branch Name	Branch address
Kolkata	Dalhousie	Dalhousie Square, 31 BBD Bagh, Kolkata - 700 001.
Mumbai	Chembur	Ground Floor, Sanket Apartments, Central Avenue Road, 14 th Road Corner, Chembur (E), Mumbai - 400 071.

As communicated earlier and in line with appeal made by the Indian Banks' Association to all customers, the remaining HSBC branches in India will provide only essential services as mentioned below:

- 1) Cash Deposits and Withdrawals
- 2) Clearing of Cheques
- 3) Remittances
- 4) Government transactions

Please note: During this period, access to lockers in the operational branches will be available only on Mondays and Fridays.

All other non-essential services are suspended till further notice.

Do note that the branches will remain open from 10:00 a.m. to 2:00 p.m. IST, on working days with effect from 23 March 2020 till further notice.

HSBC Personal Internet and Mobile Banking are available 24/7 for your regular banking requirements. You may also use the HSBC SimplyPay UPI app for transfers and payments across your bank accounts and to merchants. HSBC PhoneBanking will be available only for emergency services.

We thank you for your continued support and consideration in these challenging times.

Yours sincerely,

The Hongkong & Shanghai Banking Corporation, India