

恒生銀行分行服務安排

恒生銀行早前因應 2019 冠狀病毒病疫情而暫停服務的慈雲山分行及兩間流動分行，已於 9 月 28 日 (星期一) 恢復營業。除此之外，土瓜灣分行則將於 10 月 3 日 (星期六) 恢復營業。

因應 2019 冠狀病毒病疫情的最新發展，恒生銀行全線地面分行、港鐵站辦事處及商務理財中心的營業時間已更改如下，直至另行通知：

| 服務網點 | 營業時間 |
|--------|--|
| 地面分行 | 星期一至五: 上午 9 時至下午 4 時 30 分 星期六: 上午 9 時至中午 12 時 |
| 大學分行 | 星期一至五: 上午 9 時至下午 4 時 30 分 |
| 港鐵站辦事處 | 星期一至五: 上午 10 時至下午 4 時 30 分 星期六: 上午 10 時至中午 12 時 |
| 流動分行 | 星期一至五: 上午 9 時 30 分至下午 4 時 30 分 |
| 商務理財中心 | 星期一至五: 上午 9 時至下午 4 時 30 分 |

由於各大學已加強保安措施，只限大學職員及學生才可進入校園。客戶如需進入各大學分行，我們建議客戶可先請致電本行客戶服務熱線 2822 0228 查詢詳情。

為保障客戶及員工的安全和健康，恒生已推出一系列防疫措施，包括加強分行的深層清潔消毒、在開放式櫃台加設隔離膠板、要求員工於工作期間必須佩戴口罩，並提醒他們要經常清潔及消毒雙手。此外，銀行會為進入分行的客戶量度體溫及提示客戶戴上口罩。這些防疫措施將會繼續在全線恢復營業的分行實施。

在恒生銀行服務網點以外，客戶可透過銀行其他多元化的服務渠道，包括恒生e-Banking、流動理財服務應用程式或電話理財服務熱線（個人客戶：28220228 / 商業客戶：2198 8000）滿足他們的理財需要。

客戶如欲親臨分行，則可使用櫃位手機取票服務（eTicketing），該服務已擴展至所有恒生分行及客戶，客戶到分行前預先透過恒生個人流動理財服務應用程式，無需登入個人e-Banking 便可在手機預先遙距取票，減省在分行內等候服務的時間。

個人銀行新客戶如需開立新戶口可使用全新推出的手機開戶服務，透過恒生個人流動理財服務應用程式在家中舒適地遞交申請。如客戶欲親臨分行開立新戶口亦可透過恒生銀行網頁使用網上預約開戶服務，在到訪分行前進行網上預約。

就上述安排對客戶造成不便，恒生謹此致歉。

Hang Seng Bank Branch Service Arrangement

Hang Seng Bank's Tsz Wan Shan Branch and two mobile branches that were temporarily closed due to the COVID-19 situation have resumed services on 28 September 2020 (Monday). Other than the above, To Kwa Wan Branch will re-open on 3 October 2020 (Saturday).

In response to the latest developments in the COVID-19 situation, service hours of all street-level branches, outlets in MTR stations and Business Banking Centres have been adjusted until further notice as follows:

| Service Outlets | Service Hours | |
|-------------------------|-------------------|---------------------|
| Street-level Branch | Monday to Friday: | 9:00am – 4:30pm |
| | Saturday: | 9:00am – 12:00noon |
| University Branch | Monday to Friday: | 9:00am – 4:30pm |
| MTR Station Office | Monday to Friday: | 10:00am – 4:30pm |
| | Saturday: | 10:00am – 12:00noon |
| Mobile Branch | Monday to Friday: | 9:30am – 4:30pm |
| Business Banking Centre | Monday to Friday: | 9:00am – 4:30pm |

Due to the implementation of enhanced security measures at the universities, access to university campus may be restricted to staff and students only. Customers wishing to visit university branches are encouraged to call our Customer Service Hotline at 2822 0228 in advance.

To safeguard the health and safety of customers and employees, 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 wear surgical masks while on duty and reminding them to regularly wash and sanitise hands. In addition, customers entering the branch will have their temperature checked and advised to wear surgical masks. These measures will also be applied in all re-opened service outlets.

As a convenient alternative to visiting Hang Seng service outlets, customers can use one of 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.

Customers wishing to visit a branch are encouraged to use the Bank's new eTicketing service via the Hang Seng Personal Banking mobile app before heading to the branch to bypass queues and minimise waiting time. eTicketing is available in all branches for all customers, who can register on the landing page of the app before logging in to their personal e-Banking accounts.



恒生銀行
HANG SENG BANK

For new-to-bank personal customers who wish to open a banking account with Hang Seng, the newly launched Mobile Account Opening service available on Hang Seng Personal Banking mobile app enables customers to complete their applications from the comfort of their own homes. Customers who prefer to open a personal account in person can also enjoy extra convenience with the eAppointment for Account Opening service on Hang Seng's public website to pre-schedule an appointment prior to visiting branch.

The Bank apologise for any inconvenience caused.