

02 April 2020

HSBC Malta announces extended online service support, changes to service offering

HSBC Malta has launched a series of measures as part of its efforts to keep both its customers and employees safe and protected during the COVID-19 outbreak. During these challenging times, the bank is committed to providing continued support to safeguard both the health as well as the financial wellbeing of its customers and employees.

Teller service on Saturdays

Branches will be open as per normal opening hours (8.30am till 12.30pm) on Saturdays. As from Saturday 4th April and until further notice, the 5 branches operating from Mosta, Paola, Sliema, Valletta and Gozo will not be offering teller service on Saturdays. All other services presently offered will continue.

Minimum Cash Withdrawal from branches

HSBC Malta is temporarily introducing a Minimum Cash Withdrawal Policy at all its branches. With immediate effect, clients will be able to withdraw cash from branch tellers from a minimum of €500 upwards. Clients needing to withdraw less than €500 are directed to use the ATMs. Those who do not own a Debit Card may make a one-time withdrawal from the teller. At this time, clients will be requested to apply for a Debit Card, which will be necessary to make future withdrawals through ATMs.

Deposits

With immediate effect, deposits will not be accepted at teller points. All deposits, whether cash or cheques, are to be made through the bank's self-service network of ATMs and Deposit Machines. A list of ATMs and Deposit Machines is available here - <https://www.hsbc.com.mt/branch-finder/>

Coins

With immediate effect, coins will only be distributed in standard bag amounts and not in loose denominations. This service will only be available on Fridays, until further notice.

Non-HSBC customer cheque encashment

Non-HSBC customers who wish to encash 'Only' Cheques issued by the Central Bank of Malta and who are not in a position to endorse and appoint a trusted third party to deposit cheque and withdraw via ATM on their behalf, may choose to utilise the bank's branches on Tuesdays and Thursdays between 8.30am and 10.30am.

Extended online support hours

HSBC Malta reminds the public that requests for information can be made via Facebook Messenger. To further support its clients, the bank has also extended its online support hours from 08:00am till 16:00pm to 08:00am till 10:00pm.

Gregory Ingloft, Deputy Head of Wealth and Personal Banking at HSBC Malta, said: "Our first priority and concern is the health and wellbeing of our employees and customers. We are following and monitoring the situation closely and adapting our service offering accordingly and in line with the guidance of the local health authorities. We want to ensure that all preventive measures are in place while supporting our customers and employees during this challenging time. I thank our employees for their hard work and dedication and our customers for their understanding and collaboration."

More information, including support measures for personal customers, is available on www.hsbc.com.mt/covid