

29 October 2020

HSBC Malta announces changes to its branch network and future enhancements to its service offering

HSBC Bank Malta p.l.c. has announced changes and enhancements to its branch network. These reflect the continued increase in customer use of, and demand for digital banking services, which have been further accelerated by the Covid-19 pandemic. By announcing these changes today, HSBC Malta wants to ensure that its customers remain informed about how its branch network will be operating in the near future.

The bank announced that the branches in Mellieħa, San Ĝwann, Żabbar and Żebbuġ, will not be re-opening and confirms that its Gżira and Rabat branches, which were temporarily closed due to the pandemic, will re-open. The opening dates are yet to be confirmed as they are subject to the ongoing Covid-19 situation. Gżira and Rabat branches will operate as tellerless once opened, and Swieqi and Żurrieq branches will continue to operate as tellerless. Bank advisors will remain available in these branches to ensure customers continue to have access to the full range of products and services.

Branch banking is a critical part of HSBC's service offering and the bank is also undertaking a wider review of branch opening hours, with a view to offering retail customers longer opening hours in certain key locations. The Bank will continue to ensure customers have access to its branch network, contact centre, and a range of digital and remote banking channels.

Works on the bank's new Qormi flagship branch are underway and, subject to the Covid-19 situation, will open early next year. The flagship branch will offer a significant improvement in flexibility for customers as it will be open until 19:00 during the week and from 08:30 to 12:30 on Saturdays. The new flagship branch will become HSBC's largest branch in the country and will also offer customers the convenience of over 20 onsite parking spaces, including two charging bays for electric vehicles.

The bank would like to advise its commercial customers that the Business Banking Centre in Qormi continues to be open from 08:00 to 16:00 from Monday to Friday.

Crawford Prentice, Head of Wealth and Personal Banking, HSBC Malta said: "The changes announced today bring certainty and clarity about our branch network, as well as outlining our future plans to offer our customers greater flexibility and an enhanced customer experience through extended opening hours in key locations of our branch network. Our extended opening hours will start with the new flagship branch in Qormi."

The flagship branch is the first of the HSBC Group's 'new look and feel' branches to be opened. It is set over 3 floors with dedicated customer parking and will feature self-service machines, a Premier Customer lounge and 12 meeting rooms. The branch will have full digital marketing capabilities and a new 'explore and discovery' area where colleagues can provide our customers support with our digital banking services. This investment here in Malta, in our new flagship Branch, will epitomise what HSBC stands for in terms of modern world-class banking and solidify our position as a leader in the financial services industry."

HSBC Bank Malta p.l.c.

HSBC Bank Malta p.l.c. is a member of the HSBC Group, whose ultimate parent company is HSBC Holdings plc. HSBC Malta provides a comprehensive range of financial services which are all designed to meet the expanding requirements of its large client base of personal and corporate customers. These include Wealth and Personal Banking, Commercial Banking and Global Markets.

HSBC Group

HSBC Holdings plc, the parent company of HSBC, is headquartered in London. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,956bn at 30 September 2020, HSBC is one of the world's largest banking and financial services organisations.

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