

17 May 2021

HSBC Malta opens 80 Mill Street, Qormi branch

H. E. The President of Malta has officially inaugurated HSBC Malta's new flagship branch, 80 Mill Street in Qormi.

Built around customer insights and evolving customer needs, 80 Mill Street has been designed to offer customers convenience and flexibility.

The three-storey branch operates on extended opening hours from 8:30am to 7:00pm Monday to Friday, and from 08:30am to 12:30pm on Saturdays, with 20 on-site parking spaces, including two charging bays for electric vehicles. The eco-friendly credentials of the premises are further enhanced through energy-efficient lighting and heating-cooling systems. These credentials are aligned with HSBC Group's Net Zero ambition, in line with the goals of the Paris Agreement to be Net Zero by 2050 or sooner.

HSBC Malta's newest branch is among the first branches in the HSBC Group to have the Group's new 'look and feel' customer experience and is HSBC Malta's largest branch in the country.

Beyond the availability of traditional ATMs and deposit machines with assistance available from the HSBC team on the ground floor, the first floor features private meeting rooms where customers are welcome to discuss their requirements with specialist advisers for home and personal loans, financial planning, account opening and credit cards, as well as retail business banking. The second floor is dedicated to serving Premier customers.

Simon Vaughan Johnson, CEO at HSBC Malta said: "Our new branch at 80 Mill Street represents a new way of banking that embodies our drive to deliver a suite of world-class banking services to our customers as we strive to open up a world of opportunities for our customers. We aim to offer an enhanced customer experience that is underpinned by convenience and flexibility. We have listened to our customers and have extended our opening hours to 7:00 pm on weekdays to best meet the needs of our customers, many of whom lead very busy lives. In addition, we are offering our customers the convenience of over 20 onsite parking spaces, including two charging bays for electric vehicles."

"Across all touchpoints, whether it is in branches, on the phone, or through our digital services, HSBC is committed to delivering the best possible customer experience. The significant investments we have made across all these channels are designed to help customers in Malta stay in control of their finances wherever they are and whatever their needs may be", concluded Vaughan Johnson.

H.E The President of Malta said: "I am pleased to be able to address you on this very important occasion for HSBC Malta, in this impressive setting. After what we have been through because of the pandemic, we are presently going through a renewed sense of hope. New beginnings, such as this one, give us a strong sense of motivation. This has been a year like no other, and I note with pleasure that the severe difficulties and complications brought about by the COVID 19 Pandemic did not dampen your determination to proceed with this ambitious project. The work carried out on these premises is a result of a clear vision and months of detailed planning."



PHOTOCAPTION: H.E. The President of Malta, Dr George Vella flanked by Mr John Bonello, HSBC Malta Chairman (left) and HSBC Malta CEO Mr. Simon Vaughan Johnson (right)



PHOTOCAPTION: H.E. The President of Malta visiting 80 Mill Street and meeting HSBC Malta staff accompanied by Ms. Katherine Borg Costanzi Branch Manager of 80 Mill Street

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. Registered in Malta number C3177. Registered Office: 116, Archbishop Street, Valletta VLT 1444, Malta. HSBC Bank Malta p.l.c. is regulated and licensed to carry out the business of banking and investment services in terms of the Banking Act (Cap. 371 of the Laws of Malta) and the Investment Services Act (Cap. 370 of the Laws of Malta) by the Malta Financial Services Authority.

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\$2,984bn at 31 December 2020, HSBC is one of the world's largest banking and financial services organisations.