



## Providing a safe environment for business continuity

As the nationwide fight against COVID-19 expands, providing a safe environment for our people and customers is a top priority. HSBC Mauritius invoked its Business Continuity Plan (BCP) on Wednesday 10<sup>th</sup> March 2021 in line with the National confinement.

Our BCP is designed to minimise disruptions and allow for the continued operation of the Bank and ongoing service for your business.

### HSBC Mauritius - BCP arrangements

The following branches are open from Monday to Saturday during the national lockdown:

Branch location and operational hours	Monday to Friday	Saturday (effective 3 April 21)
Place d'Armes, Port Louis	9.30 a.m. to 3.30 p.m.	9.30 a.m. to 12.30 p.m.
Royal Road, Curepipe		
Royal Road, Rose Hill		
La Source Commercial Centre, Flacq		

Other branches will remain closed until further notice.

Counter services available at above branch are as follows:

- ◆ Cash withdrawals
- ◆ Cash and cheque deposits at counter located at the above branch
- ◆ Corporate Deposits
- ◆ Enquiries

Note however that following transactions made during these days will be processed on the following Monday:

- ◆ Cheques deposit clearance
- ◆ Local Transfers
- ◆ Foreign Exchange transactions

Any instructions by email for banking services will not be accepted.

## Access and safety measures

In line with the curfew order of the Government of Mauritius, access to our branch(es) will be allowed strictly as per surname starting with:

- ◆ A to F on Thursdays and Mondays
- ◆ G to N on Fridays and Tuesdays
- ◆ O to Z on Saturdays and Wednesdays

We have put in place a few measures to keep you and our colleagues safe:

- ◆ Your body temperature will be checked before you are allowed to enter the branch.
- ◆ Respect the social distancing while queuing up.
- ◆ Use our hand sanitisers as guided by our staff.
- ◆ You should also wear a mask.

If we believe there is a chance that the situation will further evolve or change, we will inform you immediately.

Similarly, if the COVID-19 causes any problems to your operations, please let us know how we can help. Please contact your Relationship Manager who will be happy to assist.

Thank you for your understanding and continued support.