



HSBC

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 Friday 20 March 2020 in line with the National confinement which is being further beefed up by a Sanitary curfew effective from 8pm on Monday 23 March to Thursday 2 April 2020, to further curb people to people contamination.

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

At a Bank-wide level we have implemented a number of measures including: Split-site operations, workload shifting and homeworking capabilities.

In addition to that, clients are being directed to our online banking platforms for their transfers and other banking needs.

Branch visits will be restricted at our premises and effective Thursday 26 March 2020, all branches will be closed for business except our Port Louis branch which will be operational from 10.00am to 1.00pm, Monday to Friday.

Cut-off times for cheque clearing and bank transfers will be as follows:

Cheque clearing	1 st clearing session	10:00 am
	2 nd and last clearing session	1:30 pm
Manual payments (Local payments)	Final cut-off	12.00pm
Manual payments (Cross- border payments)		1:30 pm
HSBCnet (MACCS)		1:30 pm
HSBCnet (Cross-border payments)		3:00 pm

We have raised awareness among our customers and employees on the need for maintaining good personal hygiene.

Self-quarantine requirements are a must for staff who have been in affected locations, or exposed to potential sufferers.

As a relief gesture to our customers under the current prevailing conditions, our fees will be waived on the following services:

- Local interbank transfer fee (MACCSS) for both over-the-counter and on internet banking will be waived from 23 March till 17 April 2020.
- Late payment fee of Rs.200 on all card transactions will be waived from 25 March till 17 April 2020.

- Over limit fee of Rs.150 on all card transactions will be waived from 25 March till 17 April 2020.
- Penalty rate on overdue loans will be waived from 25 March till 17 April 2020.
- Failed standing instruction fee of Rs.250 will be waived from 23 March till 17 April 2020.

If we believe there is a chance that the situation will further evolve or change, we will contact 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 understanding and continued support.