

## Frequently Asked Questions (FAQs)

<p><b>Where is my new servicing branch located and how can I contact the branch?</b></p>	<ul style="list-style-type: none"> <li>• HSBC Ortigas Branch currently located at GF/29F Discovery Suites, ADB Avenue, Ortigas Center, San Antonio, Pasig City will be relocated to the Lower Ground Level, Shangri-La Plaza East Wing, EDSA corner Shaw Boulevard, Mandaluyong City on January 4, 2021. You may call HSBC Ortigas Branch phone numbers (+632) 8581-7903 or (+632) 8581-7435 for any questions.</li> <li>• HSBC Quezon City Branch will be permanently closed on December 29, 2020 and client accounts will be transferred to the new location of HSBC Ortigas Branch. You may call HSBC Quezon City Branch phone numbers (+632) 8581-7928 or (+632) 8581-7822 until December 29, 2020. Starting January 4, 2021, you may call HSBC Ortigas Branch through phone numbers mentioned above.</li> <li>• HSBC Binondo Branch will be permanently closed on February 16, 2021 and accounts will be transferred to HSBC Makati Branch located at GF, Tower 1, The Enterprise Center, Ayala Avenue corner Paseo de Roxas, Makati City. You may call HSBC Binondo Branch phone numbers (+632) 8581-7249 or (+632) 8581-8198 until February 16, 2021. Starting February 17, 2021, you may call HSBC Makati Branch through phone numbers (+632) 8581-7787 or (+632) 8581-8097.</li> </ul>
<p><b>How does this affect us (customers)? Do I need to do anything?</b></p>	<ul style="list-style-type: none"> <li>• Your account will be automatically transferred into the branches specified above. There will be no impact on how you transact your account which you can do in any of our 5 HSBC branches: Makati, BGC, Ortigas, Cebu, and Davao.</li> <li>• However, if you have a Safe Deposit Box in Ortigas Branch, Quezon City Branch or Binondo Branch, please refer to the instructions on retrieval of your Safe Deposit Box (SDB) contents.</li> </ul>
<p><b>Until when can I transact in my current branch?</b></p>	<ul style="list-style-type: none"> <li>• HSBC Ortigas Branch: The branch in its current location will be open until December 29, 2020. On December 29, 2020, our EasyPay Machine will be available until 10AM while ATMs will be online until 3PM. The branch will also be open until 3PM.</li> <li>• HSBC Quezon City Branch: The branch will be open until December 29, 2020. On December 29, 2020, our EasyPay Machine will be available until 10AM while ATMs will be online until 3PM. The branch will also be open until 3PM.</li> <li>• HSBC Binondo Branch: The branch will be open until February 16, 2021. On February 16, 2021, our EasyPay Machine will be available until 10AM while ATMs will be online until 3PM. The branch will also be open until 3PM.</li> <li>• We encourage you to take advantage of HSBC Online Banking and the HSBC Mobile Banking app, so that you can access and manage all of your HSBC bank accounts anytime, without having to leave your home.</li> </ul>
<p><b>I have a Safe Deposit Box in the branch, what should I do?</b></p>	<ul style="list-style-type: none"> <li>• If you have a Safe Deposit Box (SDB) in the Binondo, Quezon City and Ortigas branches, please retrieve the contents of your SDB on or before December 15, 2020. Please tell your branch of account or your Premier Relationship Manager of your preferred date and time of branch visit to make sure that all customers will be able to schedule retrieval of their contents.</li> <li>• We will refund any unused portion of your paid annual fee for the service. Please note that there are no Safe Deposit Boxes in the new Ortigas Branch and in Makati Branch.</li> </ul>
<p><b>I am away on travel. How can I contact HSBC?</b></p>	<ul style="list-style-type: none"> <li>• Please call your branch of account or Premier Relationship Manager for questions. You may also call us through the following hotline numbers: <ul style="list-style-type: none"> <li>○ For HSBC Premier: (+632) 8858-0800 from Metro Manila, +1-800-1-888-4722 PLDT domestic toll-free, (+632) 7976-8080 from overseas, (country code) +800-100-85-808 international toll-free for selected countries/regions, or send an email to <a href="mailto:hsbc@hsbc.com.ph">hsbc@hsbc.com.ph</a>.</li> <li>○ For HSBC Advance and Personal Banking: (+632) 8858-0000 from Metro Manila, 1-800-1-888-8000 PLDT domestic toll-free, (+632) 7976-8000 from overseas, +(international access code)-800-1008-5800 international toll-free for selected countries/regions, or send an email to <a href="mailto:hsbc@hsbc.com.ph">hsbc@hsbc.com.ph</a>.</li> </ul> </li> </ul>