

恒生銀行分行服務安排

因應 2019 冠狀病毒感染情況的最新發展，恒生銀行全線地面分行、港鐵站辦事處及商務理財中心的營業時間已更改如下，直至另行通知：

服務網點	營業時間
地面分行	星期一至五： 上午9時至下午4時30分 星期六： 上午9時至中午12時
大學分行	星期一至五： 上午9時至下午4時30分
港鐵站辦事處	星期一至五： 上午10時至下午4時30分 星期六： 上午10時至中午12時
流動分行	星期一至五： 上午9時30分至下午4時30分
商務理財中心	星期一至五： 上午9時至下午4時30分

由於各大學已加強保安措施，只限大學職員及學生才可進入校園。客戶如需進入各大學分行，我們建議客戶可先致電本行客戶服務熱線 2822 0228 查詢詳情。

恒生致力為客戶維持正常的銀行服務，同時亦以客戶和員工的安全和健康為首要考慮。就2019 新型冠狀病毒病疫情，銀行已採取一系列預防措施，包括增加分行的深層清潔消毒次數、在開放式櫃台加設隔離膠板、要求員工上班前必須量度體溫、於工作期間必須佩戴口罩。銀行亦已加強提醒員工要經常清潔及消毒雙手。此外，銀行會為進入分行的客戶量度體溫及要求客戶戴上口罩。

在恒生銀行服務網點以外，客戶可透過銀行其他多元化的服務渠道，包括恒生 e-Banking、流動理財服務應用程式或電話理財服務熱線 (個人客戶：28220228 / 商業客戶：2198 8000) 滿足他們的理財需要。



恒生銀行
HANG SENG BANK

客戶如欲親臨分行，則可使用櫃位手機取票服務 (eTicketing for Counter Services)，該服務已擴展至所有恒生分行及客戶。客戶到分行前預先透過恒生個人流動理財服務應用程式，無需登入個人 e-Banking 便可在手機預先遙距取票，減省在分行內等候服務的時間。

個人銀行新客戶如需開立新戶口可使用全新推出的手機開戶服務，透過恒生個人流動理財服務應用程式在家中舒適地遞交申請。如客戶欲親臨分行開立新戶口亦可透過恒生銀行網頁使用網上預約開戶服務，在到訪分行前進行網上預約。

就上述安排對客戶造成不便，恒生謹此致歉。

Hang Seng Bank Branch Service Arrangement

In response to the latest developments in the COVID-19 situation, the service hours of all street-level branches, outlets in MTR stations and Business Banking Centres have been adjusted until further notice as follows:

Service Outlets	Service hours
Street-level Branch	Monday to Friday: 9:00am – 4:30pm Saturday: 9:00am – 12:00noon
University Branch	Monday to Friday: 9:00am – 4:30pm
MTR Station Office	Monday to Friday: 10:00am – 4:30pm Saturday: 10:00am – 12:00noon
Mobile Branch	Monday to Friday: 9:30am – 4:30pm
Business Banking Centre	Monday to Friday: 9:00am – 4:30pm

Due to the implementation of enhanced security measures at the universities, access to university campus may be restricted to staff and students only. Customers wishing to visit university branches are encouraged to call our Customer Service Hotline at 2822 0228 in advance.

Hang Seng places top priority on the health and safety of its customers and employees while providing essential banking services to Hong Kong customers. As a precaution to the COVID-19 situation, the Bank has in place a wide range of protective measures including more frequent deep cleaning of branch premises on top of the regular daily cleaning schedule, setting up portable acrylic screens at open banking counters, and requiring staff to measure their body temperature before work and wear surgical masks at all times while on duty. The Bank will remind its staff to regularly wash and sanitise hands. In addition, customers visiting Bank branches will have their temperature checked and advised to wear surgical masks.



As a convenient alternative to visiting Hang Seng service outlets, customers can use one of the Bank's other service channels, such as e-Banking, mobile banking or phone banking (personal customers: 2822 0228 / commercial customers: 2198 8000) to meet their banking needs.

Customers wishing to visit a branch are encouraged to use the Bank's eTicketing for Counter Services via the Hang Seng Personal Banking mobile app before heading to the branch to bypass queues and minimise waiting time. eTicketing for Counter Services is available in all branches for all customers, who can register on the landing page of the app before logging in to their personal e-Banking accounts.

For new-to-bank personal customers who wish to open a banking account with Hang Seng, the newly launched Mobile Account Opening service available on Hang Seng Personal Banking mobile app enables customers to complete their applications from the comfort of their own homes. Customers who prefer to open a personal account in person can also enjoy extra convenience with the eAppointment for Account Opening service on Hang Seng's public website to pre-schedule an appointment prior to visiting branch.

The Bank apologise for any inconvenience caused.