



HSBC Centre
3058 Fifth Avenue West
Bonifacio Global City
Taguig City
Philippines

www.hsbc.com.ph

November 10, 2020

Dear valued client

With 145 years of continued presence in The Philippines, we remain committed to grow our corporate, wealth and personal banking businesses in the country. Our aim is to provide you with a broad range of financial products and services, whilst using our local expertise and global footprint to connect you to international opportunities.

As part of our strategy, we regularly review our businesses to meet the changing needs of our clients, ensuring that our products and services operate efficiently and sustainably. It is for this reason that we would like to inform you that we will make the following changes to our branch network over the next couple of months:

- Ortigas Branch (currently at Discovery Centre, ADB Ave) will move to its new location at Shangri-La Plaza (Lower Ground Level, East Wing) on 4 Jan, 2021. The branch will be upgraded to provide a modern space for customer interactions.
- Quezon City Branch (Quezon Ave, West Triangle) will be closed on 29 Dec 2020. Impacted accounts will be transferred to the Ortigas Branch (see above).
- Binondo Branch (Ongpin cor Quintin Paredes Streets) will be closed on 16 Feb 2021. Impacted accounts will be transferred to the Makati Branch.

Regardless of branch of account, you may continue to transact at any of our five (5) branches across the following locations:

1. Makati City (Enterprise Centre)
2. Bonifacio Global City (HSBC Centre)
3. Ortigas Center (see above changes)
4. Cebu (Philamlife Center), and
5. Davao (Luisa Ave Square).

At this point, while we will continue to support your requirements through our physical branches, we encourage you to shift to our digital platforms (e.g., HSBCnet, HSBCnet Mobile, HSBC SCF and HSBC Evolve) and to use electronic payments (PESONet), as much as possible. These digital platforms provide convenience and security as you access payments and banking services without having to visit a physical branch. Moreover, to support the shift to electronic payments, we have reduced our PESONet fees from PHP150 to PHP50 (since July 2020), when initiated via HSBCnet and HSBCnet Mobile.

If you would like to know how to access our digital platforms and enable electronic payments, please reach out to your Relationship Manager or Client Service Manager. Our top priority is to support you as we transition from physical to digital banking.

Thank you for your continued trust and support.

Sincerely yours

A handwritten signature in black ink, appearing to read "Mimi Concha".

Mimi Concha
SVP and Head of Wholesale Banking
HSBC Philippines

For more details, please refer to the Frequently Asked Questions (FAQs) in the next page.

The Hongkong and Shanghai Banking Corporation Limited

Frequently Asked Questions (FAQs)

<p>Where is my new servicing branch located and how can I contact the branch?</p>	<ul style="list-style-type: none"> • 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 contact HSBC Ortigas Branch phone numbers (+632) 8581-7903 or (+632) 8581-7435 for queries. • HSBC Quezon City Branch will be permanently closed on December 29, 2020 and accounts will be transferred to HSBC Ortigas Branch in its new location mentioned above. You may contact HSBC Quezon City Branch phone numbers (+632) 8581-7928 or (+632) 8581-7822 until December 29, 2020. Starting January 4, 2021, you may contact HSBC Ortigas Branch through the phone numbers mentioned above. • 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 contact HSBC Binondo Branch through phone numbers (+632) 8581-7249 or (+632) 8581-8198 until February 16, 2021. Starting February 17, 2021, you may contact HSBC Makati Branch through phone numbers (+632) 8581-7787 or (+632) 8581-8097.
<p>How does this affect us (customers)? Do I need to do anything?</p>	<ul style="list-style-type: none"> • Your account will automatically map into the branches as specified above. There will be no impact on how you operate the account and you may still transact in any of our 5 HSBC branches: Makati, BGC, Ortigas, Cebu, and Davao.
<p>Until when can I transact in my current branch?</p>	<ul style="list-style-type: none"> • 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. • 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. • 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. • We encourage you to take advantage of HSBCnet, HSBCnet Mobile, HSBC SCF and HSBC Evolve, so that you can access and manage all of your HSBC bank accounts anytime.