

11 November 2019

HSBC Sri Lanka opens latest Express Banking Centre at One Galle Face Mall

Expanding its Retail Banking operations in Sri Lanka, HSBC opened a new express banking centre at Colombo's newest and largest shopping arcade – One Galle Face Mall.

Conveniently located on level 1 of Colombo's eagerly anticipated new 7-storey mall, the new express banking centre which is open 365 days, features enhanced customer service touch points that reflects the dynamic, progressive and innovative spirit of HSBC Sri Lanka.

The express banking centre aims to facilitate the every-day banking needs of customers, with a selection of self-service banking facilities, including ATM and Easy Pay machines for cash deposits and withdrawals as well as Internet Banking and Phone Banking facilities. Dedicated Customer Service Assistants are also available from 10.00am to 10.00pm, 365 days a year, to handle general enquiries and provide information on HSBC's Premier and Advance products and services, including loan products and credit cards.

Nadeesha Senaratne, Country Head of Retail Banking & Wealth Management at HSBC said, "Reinforcing our service commitment, HSBC is excited to open our latest express banking centre in a vibrant retail space, to offer convenience by making banking products and services easily accessible to our valued customers. We aim to provide digital banking platforms to our customers that enables them to open accounts, apply for a credit card and enjoy other banking services, seven days a week, through online banking and mobile banking, combining a digitized experience with the physical presence of our service agents."

HSBC recently celebrated 25 years of credit cards in Sri Lanka and continues to offer customers more value by partnering with key tenants at the mall. Through this, customers can enjoy free shopping and dining with additional savings as they earn and spend rewards at the largest Rewards 'Hotspot' in Colombo, which is expected to be a one-stop shopping destination for the entire family with popular home grown and international brands; the largest in the country.

HSBC's local network consists twelve branches, nineteen Day and Night Express banking centres, two dedicated Premier centres and concierge service to serve the banking needs of customers. To add to its growing and expanding network, HSBC can be accessed through over one thousand two hundred third party channels for credit card payments as well as cash and cheque deposits to personal and corporate accounts.

ends/more

Media enquiries to:

Tharanga Gunasekera +94 11 5451350 tharangagunasekera@hsbc.com.lk

Note to editors:

HSBC Holdings plc

HSBC Holdings plc, the parent company of HSBC, is headquartered in London. HSBC serves customers worldwide from offices in 65 countries and territories in our geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of \$2,728bn at 30 September 2019, HSBC is one of the world's largest banking and financial services organisations.

ends/all