



29 October 2020

## COMPANY ANNOUNCEMENT

The following is a Company Announcement by HSBC Bank Malta p.l.c. pursuant to the Listing Rules issued by the Listing Authority:

### **Quote**

HSBC Bank Malta p.l.c. (the 'Bank') announces changes to its branch network and future enhancements to its service offering.

These changes reflect the continued increase of trends observed last year in customer use of, and demand for digital banking services, which have been further accelerated by the Covid-19 pandemic. The Bank will continue to ensure customers have access to its branch network, contact centre, and a range of digital and remote banking channels.

The Bank announces that the branches in Mellieħa, San Ġwann, Żabbar and Żebbuġ will not be re-opening and confirms that its Gżira and Rabat branches, which were temporarily closed due to the pandemic, will reopen when the Covid-19 conditions permit. Gżira and Rabat branches will operate as tellerless once opened, and Swieqi and Żurriq branches will continue to operate as tellerless. Bank advisors will remain available in these branches to ensure that customers continue to have access to the full range of products and services.

Branch banking is a critical part of HSBC's service offering. The Bank is also undertaking a wider review of branch opening hours which will commence with the opening of the new Qormi flagship branch that will be inaugurated early next year, subject to the Covid-19 situation. The Qormi flagship will become HSBC's largest branch in the country and will be the first of the HSBC Group's new 'look and feel' branches, with extended opening hours up until 19:00 on weekdays.

**Unquote**

A handwritten signature in black ink, appearing to read "George Brancalone".

Dr George Brancalone LL.D.  
Company Secretary