



## COVID-19: Corporate services and arrangements

As the global combat against COVID-19 extends, providing a safe environment and ensuring the wellbeing of our staff and customers are our top priority.

HSBC Bangladesh is closely monitoring the COVID-19 situation and is taking necessary cautionary steps while providing uninterrupted service to our customers. As there has been recent progress on the declaration of public health officials, we wanted to keep you informed of the following measures we have undertaken:

- Split site operation, work transfer and homeworking capabilities may be enacted in accordance to our Business Continuity Plan;
- Temperature checks have been implemented at all HSBC premises. On-site visitors will also be requested to register with certain information before entering our premises. This is only done to ensure highest safety for all;
- Increased hygiene procedures have been imposed at our premises including regular deep cleaning and hand sanitizer will be available for people entering our branches;
- Self-quarantine requirements for staff who potentially have been in high risk exposure.

Our branches and business development offices remain open as usual and documentary drop-off locations remain unchanged. However, if you are experiencing any flu-like symptoms we would strongly advise that you remain at home and seek services via remote channels such as online or by phone.

You are encouraged to take advantage of [HSBCnet](#), our online banking platform, to submit transaction requests or monitor transaction status at the comfort of your home. If you want to know more about HSBCnet or should you wish to begin transacting online, please contact your Relationship Manager.

As always, do reach out and seek advice from your Relationship Manager or Client Service Manager if you are facing any challenges or difficulties.

We will continue to monitor the situation and will keep you informed of any changes in our services or arrangements.