

press release

For immediate release

Standard Chartered Hong Kong Launches First Mobile Branch

26 November 2015, Hong Kong – Standard Chartered Bank (Hong Kong) Limited (“SCBHK”) is dedicated to introducing new and innovative service concepts to its branches. In that tradition, the Bank is now launching its first mobile branch, which will move between five housing estates and districts to meet the banking needs of their residents.

The mobile branch will operate every week from Monday to Friday*, and will be stationed respectively at Tin Ching Estate (Tin Shui Wai), Shek Mun Estate (Sha Tin), Yan On Estate (Ma On Shan), Hoi Lai Estate (Cheung Sha Wan) and Hong Kong Science & Technology Parks (Tai Po). Opening hours will be from 9am to 4pm (with opening hours at Hong Kong Science & Technology Parks from 10am to 5pm).

The mobile branch will offer a wide range of personal banking services. Apart from having an ATM machine available, it will also have two tellers providing regular counter services such as cash deposits and withdrawals, cheque deposits and fund transfers, currency exchange between CNY & HKD. They will also handle general enquiries, including changes of correspondence address and reports of missing cards.

Officiating at the Opening Ceremony, Mr. Norman Chan, Chief Executive of the Hong Kong Monetary Authority, said, “Apart from supervising the financial soundness of banks, the HKMA also has high expectation on banks to be customer-centric and to foster financial inclusion in their day-to-day business conduct. We fully appreciate that banks have to take into account manpower, customer flow, costs and other commercial considerations in developing their business and banking network. However, we expect larger banks especially the three note-issuing banks in Hong Kong should positively address the needs for basic banking services by the public. I am pleased that Standard Chartered Bank launches Mobile Branch today, which nicely demonstrates the bank’s enthusiasm and commitment in serving the public. I hope that in the next few years more banks will flexibly and

pragmatically adopt new technology and modes of operations to expand and enhance the coverage of banking services.”

Mr. Benjamin Hung, Regional Chief Executive Officer, Greater China and North Asia of Standard Chartered, said, “At Standard Chartered we always put our customers first, and are committed to offering them new and innovative banking services. Following the introduction of our digital branch and the first digital tellers in Hong Kong, this year we are introducing a mobile branch. This innovative banking service is the outcome of extensive research and numerous negotiations between different departments. Standard Chartered has been a part of Hong Kong for over 150 years; we will continue to optimise our branch network in order to offer high quality banking services that cater to the needs of our customers. We aim to uphold our brand promise ‘Here for good’.”

Up to now, only ATM machines have been available at the public housing estates that the mobile branch will be servicing; residents have had to go to other districts to meet their other banking needs. The introduction of the SCBHK mobile branch will bring greater convenience to residents, especially senior citizens and the physically challenged.

The mobile branch is equipped with the latest technology, including Full Disk Encryption, firewall and VPN Tunnel. Data is transferred to the SCBHK data centre through the 3G mobile network to ensure the security of data transmission. There will be security guards at the mobile branch, reinforced by security devices such as real-time CCTV surveillance, to ensure the safety and security of customers.

Standard Chartered Mobile Branch Service Details:

Service Times:

Weekly*	Locations	Opening Hours	Service Commencement Date
Monday	Hong Kong Science & Technology Parks, Tai Po	10:00am – 11:00am 12:00nn – 05:00pm	30 November 2015
Tuesday	Yan On Estate, Ma On Shan	09:00am – 11:00am 12:00nn – 04:00pm	1 December 2015
Wednesday	Hoi Lai Estate, Cheung Sha Wan		2 December 2015
Thursday	Tin Ching Estate, Tin Shui Wai		26 November 2015
Friday	Shek Mun Estate, Sha Tin		27 November 2015

Services include:

- Cash Transactions for Deposits and Withdrawals of up to \$20,000 (HKD, CNY)
- Cheque Deposits & Fund Transfers
- Time Deposits (Renewal/ Change of Maturity Instructions)
- Currency Exchange between CNY & HKD
- Encashment of Gift Cheques
- ATM Services
- Customer Enquiries
- Passbook Updates
- Stop Payments of Cheques
- Reporting of lost ATM Cards / Phone banking passwords
- Other Services such as Change of Personal Information
- Autopay Requests

*Except General Holidays

Standard Chartered reserves the right to change service location, operating hours and banking services. Please kindly refer to Mobile Branch memo or visit our website sc.com/hk.

Photos can be downloaded from: <http://www.fingertips.hk/download/mobilebranch-press.zip>



Photo 1

Officiating at the opening ceremony was **Mr. Norman Chan**, Chief Executive of the Hong Kong Monetary Authority (3rd from right), together with management from Standard Chartered, (from left) **Mr. Stephen Man**, Regional Head, Distribution Network, Hong Kong and Greater China & North Asia, **Mr. Samir Subberwal**, Head of Retail Banking, Hong Kong, **Mr. Benjamin Hung**, Regional Chief

Executive Officer, Greater China & North Asia, **Ms. May Tan**, Chief Executive Officer, Hong Kong, and **Mr. Ericson Chan**, Regional Chief Information Officer, Greater China & North Asia and Chief Information Officer, Hong Kong.



Photo 2

Mr. Norman Chan, Chief Executive of the Hong Kong Monetary Authority, officiating at the opening ceremony of the Standard Chartered Mobile Branch.



Photo 3

Mr. Benjamin Hung, Regional Chief Executive Officer, Greater China and North Asia of Standard Chartered Bank, said, "We will continue to optimise our branch network in order to offer high quality banking services that cater to the needs of our customers."



Photo 4

Management of Standard Chartered demonstrate the services offered by the Mobile Branch, watched by Mr. Norman Chan, Chief Executive of the Hong Kong Monetary Authority.



Photo 5

The mobile branch moves between five housing estates and districts to meet the banking needs of their residents.

- End -

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Standard Chartered

We are a leading international banking group, with more than 86,000 employees and a 150-year history in some of the world's most dynamic markets. We bank the people and companies driving investment, trade and the creation of wealth across Asia, Africa and the Middle East, where we earn around 90 per cent of our income and profits. Our heritage and values are expressed in our brand promise, Here for good.

Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges as well as the Bombay and National Stock Exchanges in India.

The history of Standard Chartered in Hong Kong dates back to 1859. It is currently one of the Hong Kong SAR's three note-issuing banks. Standard Chartered incorporated its Hong Kong business on 1 July 2004, and now operates as a licensed bank in Hong Kong under the name of Standard Chartered Bank (Hong Kong) Limited, a wholly owned subsidiary of Standard Chartered PLC.

For more information please visit www.sc.com. Explore our insights and comment on our blog, [BeyondBorders](#). Follow Standard Chartered on [Twitter](#), [LinkedIn](#) and [Facebook](#).
