



Q1) Which HSBC Business Centres and Commercial Service Centres maintain services as normal?

Please find the addresses and operating hours of the available outlets below.

HSBC Business Centre

Hong Kong Office	Level 6, HSBC Main Building, 1 Queen's Road Central, Central Monday to Friday 9:00 am - 5:30 pm
Central West	8/F, Low Block, Grand Millennium Plaza, 181 Queen's Road Central, Sheung Wan Monday to Friday 9:00 am - 5:30 pm
Wan Chai Gloucester Road	6/F, 88 Gloucester Road, Wan Chai (Building entrance in O'brien Road) Monday - Friday 9:00 am - 5:30 pm
Causeway Bay	14/F, Causeway Bay Plaza Two, 463-483 Lockhart Road, Causeway Bay Monday to Friday 9:00 am - 5:30 pm
Tsim Sha Tsui	4/F, HSBC Building Tsim Sha Tsui, 82-84 Nathan Road, Tsim Sha Tsui Monday to Friday 9:00 am - 5:30 pm
Mong Kok	2/F, HSBC Building Mong Kok, 673 Nathan Road, Mong Kok Monday to Friday 9:00 am - 5:30 pm
Kowloon West	Unit 201A, 2/F, Cheung Sha Wan Plaza, 833 Cheung Sha Wan Road, Kowloon Monday to Friday 9:00 am - 5:30 pm
Kowloon East	21/F, Crocodile Centre, 79 Hoi Yuen Road, Kwun Tong Monday to Friday 9:00 am - 5:30 pm
Shatin	Unit Nos.1516-1517, Level 15, Tower 1, Grand Central Plaza, 138 Shatin Rural Committee Road, Shatin Monday - Friday 9:00 am - 5:30 pm

Commercial Service Centre

Hong Kong Office Commercial Service Centre	Level 3, 1 Queen's Road Central, Central Monday to Thursday 9 am – 4:30 pm Friday 9 am - 5 pm Saturday 9 am - 1 pm
Bonham Strand Commercial Service Centre	35 - 45 Bonham Strand, Sheung Wan Monday to Friday 9:30 am - 5 pm
Wan Chai Commercial Service Centre	Shop 110 - 120, Emperor Group Centre, 288 Hennessy Road, Wan Chai Monday to Friday 9:30 am - 5 pm

Mong Kok Commercial Service Centre	U/G, 673 Nathan Road, Mong Kok Monday to Friday 9 am - 5 pm Saturday 9 am - 1 pm
Tsim Sha Tsui Commercial Service Centre	G/F, 82 - 84 Nathan Road, Tsim Sha Tsui, Kowloon Monday to Thursday 9 am – 4:30 pm Friday 9 am - 5 pm Saturday 9 am - 1 pm
Haiphong Road Commercial Service Centre	2/F, Zhong Da Building, 38 - 40 Haiphong Road, Tsim Sha Tsui Monday to Friday 9:30 am - 5 pm
Kwun Tong Commercial Service Centre	3/F, Wong Tze Building, 71 Hoi Yuen Road, Kwun Tong Monday to Friday 9 am - 5 pm Saturday 9 am - 1 pm
Cheung Sha Wan Commercial Service Centre	G/F, Long To Building, 654 - 656 Castle Peak Road, Cheung Sha Wan Monday to Friday 9:30 am - 5 pm
Kwai Chung Commercial Service Centre	Shop 215, Level 2, Kowloon Commerce Centre, 51 Kwai Cheong Road, Kwai Chung Monday to Friday 9 am - 5 pm Saturday 9 am - 1 pm

Q2) When will the closed HSBC Business Centres resume the services?

We are sorry for the inconvenience caused and will provide updates on the operation of our outlets via our public website as the situation evolves.

Q3) What are the alternative channels that I can obtain banking services except HSBC Business Centres and Commercial Service Centres?

Customers, who require our banking services during this period, are encouraged to use Business Internet Banking, HSBC HK Business Express mobile app, Business Phonebanking or nearby self-service banking terminals.

Q4) What services are available on Business Internet Banking?

You can access and manage your business accounts anytime, anywhere with Business Internet Banking. Key services include:

- Check your account overview, view recent transaction history and get FX quotation
- Make online transfer or payments to local and international business partners in more than 70 currencies with real-time online payment tracker.
- Retrieve online statements from past 24 months and advices from last 3 months.
- View the cheque image & status
- Subscribe to personalised or security notifications to meet your various business needs
- Get immediate support from our Customer Service Officers on Business Internet Banking services enquiries. These live support services are available 24/7

If you have not enrolled to Business Internet Banking, please visit [Business Internet Banking webpage](#) to download the enrolment form.

You can also click [here](#) for a detailed guide on Business Internet Banking registration.

Q5) What services are available on HSBC HK Business Express mobile app?

You can access and manage your business accounts anytime, anywhere with HSBC HK Business Express mobile app. Key services include:

- **User-friendly navigation:** View all your accounts on one single page
- **Payments on the go:** You can now make local and international payments on the go, and make it even easier by using Mobile Security Key instead of your physical Security Device. If your payee is in Hong Kong, you can make payments using their mobile number, email address, FPS ID or by scanning a QR code. Once completed, you can tap to save or share a copy of the payment confirmation.
- **Effortless tracking:** Check the real-time status of recent payments in details, end-to-end from HSBC to the beneficiary bank.
- **Card activation:** Activate your new business credit card without calling the credit card hotline.
- **Pay bills:** Settle various types of bills including public utilities, government organisations and insurance companies.
- **Smarter FX solutions:** Tailored FX insights and instant quotes for multiple currencies
- **Instant help:** Message our customer service officers for any enquiry, including account-specific information. You can view the conversations at any time.

Simply scan the QR code below to download HSBC HK Business Express mobile app. Or visit App Store or Google Play™ and search “HSBC HK Business Express”.



Q6) If I encounter difficulties when visiting HSBC website, what support I can have?

“Ask Amy” is an automated virtual assistance to answer your questions. You can find “Ask Amy” at the right hand side of the website.