

HSBC transfer of Retail and Business Banking operations to Absa Bank (Mauritius) Limited

HSBC is pleased to announce that we have received regulatory approval from the Bank of Mauritius and other relevant authorities to transfer HSBC's local Wealth and Personal Banking as well as Business Banking operations to Absa Bank (Mauritius) Limited. We are collaborating with all stakeholders to complete the sale.

Transaction Timeline

The last business day of HSBC's ownership of the business will be Friday 5 July 2024. The transfer of the business will occur over the weekend, and Absa Bank (Mauritius) Limited's first working day will start on Monday 8 July 2024.

Customer Journey

We have informed our retail and business banking customers through post and digital channels about the services that have been paused from Monday 10 June 2024, until our last business day. Additionally, Absa Bank (Mauritius) Limited will provide details on the necessary steps to ensure a smooth transition of their accounts, loans, deposits, and credit transfers. We encourage our customers to closely review these communications.

Continued Operations

HSBC branches, ATMs, Internet Banking, and Customer Service will remain available until 5pm local time on Friday 5 July 2024.

For additional questions or support, please contact our customer service team through the following channels:

- ◆ **Email:** hsbcmauritius@hsbc.co.mu
- ◆ **Branches:** Visit any of our locations in Port-Louis, Curepipe, Ebene, or Bagatelle
- ◆ **Phone:** 800 1234 (Monday to Friday, 8am to 8pm; Saturday, until 4pm; Sunday and Public Holidays, 8am to noon)

We are dedicated to ensuring a smooth transition and thank our retail and business banking customers for their understanding and patience.

After the transfer, HSBC will continue to leverage its strengths as the leading international bank in Mauritius, supporting large and mid-market domestic corporations as well as international subsidiaries of companies based outside of Mauritius. Our focus remains on cross-border trade and international business. We will continue to offer Markets and Securities Services, multi-currency corporate lending, foreign exchange, trade finance, global custody, and sustainable finance to our corporate clients.



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