

銀行通告

2021農曆新年兌換新鈔之特別安排



農曆新年將至，渣打銀行由本月26日至2月11日為市民提供新鈔及「迎新鈔」兌換服務。疫情下，本行會有特別安排以減低人流聚集及輪候時間。

全線分行首三天會提早於上午8時開始提供兌換新鈔服務，上午8時至10時期間，分行櫃位將全部只提供兌換新鈔服務，以縮短客戶輪候時間，亦可令正常銀行服務更流暢。

分行兌換新鈔服務時間一覽表

日期	兌換新鈔服務時間
2021年1月26日(星期二)	上午8時至10時額滿為止(分行櫃位將只提供兌換新鈔服務)
2021年1月27日(星期三)	上午8時至10時額滿為止(分行櫃位將只提供兌換新鈔服務)
2021年1月28日(星期四)	上午8時至10時額滿為止(分行櫃位將只提供兌換新鈔服務)
2021年1月29日(星期五) 至 2021年2月11日(星期四)	上午10時至當天額滿為止

2021農曆新年兌換新鈔之特別安排

分行兌換新鈔及「迎新鈔」安排如下：

- 實施人流管理及派籌，市民毋須在分行外輪候，減低人流聚集。
- 兌換新鈔時限長達三個星期，讓市民有充足時間兌換，本行會確保分行每天均有新鈔及「迎新鈔」供應，以起分流作用。
- 為加強對前線員工及客戶健康之保障，各分行早已加強防疫措施，包括：客人進入分行前需量度體溫、必須配戴口罩及使用酒精搓手液、輪候時設社交距離、分隔大堂等候區的座位、分行櫃位加裝膠屏、定期進行清潔消毒等。本行亦為職員提供防護裝備如口罩、面罩、手套及酒精搓手液等。

Branch Notification



2021 Special Arrangement on Banknote Exchange for Chinese New Year

As Lunar New Year is approaching, new banknotes and good-as-new notes will be available for exchange at Standard Chartered Bank branches from 26th to 11th February 2021. During the period, special arrangements will be implemented to reduce crowd gathering and waiting time in response to current epidemic.

All branches will provide new banknote exchange service from 8 a.m. for the first three days of the service period and all branch counters will only offer new banknotes exchange service from 8 a.m. to 10 a.m. to shorten clients' waiting time and smoothen the bank's services in normal hours.

New Notes Exchange Service Arrangement Schedule

Date – 2021	New Banknotes Exchange Service Hours
26 January 2021 (Tuesday)	8:00am to 10:00am until stock last (All branch counters will only provide new banknotes exchange service)
27 January 2021 (Wednesday)	8:00am to 10:00am until stock last (All branch counters will only provide new banknotes exchange service)
28 January 2021 (Thursday)	8:00am to 10:00am until stock last (All branch counters will only provide new banknotes exchange service)
29 January 2021 (Friday) to 11 February (Thursday)	10:00am until stock last

Special arrangement on new banknotes and good-as-new notes exchange service as follows:

- Designated queue ticket arrangement will be implemented to reduce crowd gathering and the need to queue outside branches.
- New banknotes exchange period for service has been extended to three weeks to allow sufficient time for the public to enjoy the service. The bank will ensure that new banknotes and good-as-new notes are supplied every day to better divert customer flow.
- In aware of current epidemic, protective measures for staffs and clients have been strengthened at all branches. For instance, guests are required to measure body temperature, wear masks and use alcohol hand sanitizer before entering the branch; isolated waiting areas in the lobby will be set up to maintain social distancing; seats and counters will be equipped with acrylic screens while disinfection should carry out regularly. Protective equipment such as masks, face masks, protective gloves and alcohol hand sanitizer will be provided by the Bank to all staffs.