



Dear Customer,

We would like to inform you that HSBC in Russia will continue operating normally, and we will be serving our clients as usual, in line with the Presidential decree, announced on the 25th March 2020, in which banking and financial settlements were mentioned among the critical activities that will continue.

We want to reassure you that HSBC in Russia is monitoring the coronavirus situation very closely, including guidance from the government and from public health officials. Our priority is the wellbeing of our staff and customers.

From a business perspective, we are able to maintain the support and services provided to you by HSBC. The size and structure of HSBC allows us to support our customers from multiple sites. In addition, we have put in place effective contingency measures that ensure critical processes continue to be maintained. These include extensive homeworking capabilities, travel restrictions and self-quarantine arrangements for staff returning from severely affected locations. All our employees are working, so you can get in touch with your usual contacts should you need to.

We are committed to maintaining our usual standard of service to all our customers, and we also remain available to help should the coronavirus cause any problems to your operations.