



**HONG LEONG
FINANCE**

Press Release

Hong Leong Finance To Reopen Six Branches and Two SME Centres

Singapore, 25 June 2020 – Hong Leong Finance (HLF) will reopen six branches and two SME Centres with effect from 29 June 2020. These branches and SME Centres will help to meet the expected increase in customer traffic as Singapore heads into the second week of post-Circuit-Breaker Phase 2 Safe Transition.

There will be a total of 14 opened branches and seven SME Centres in operation by 29 June, while 14 other branches and five SME Centres will remain closed until further notice.

The branches and SME Centres resuming operations are:

- Bukit Batok Central Branch
- City Square Mall Branch and SME Centre
- Hong Lim Branch and SME Centre
- Jurong West Branch
- Marine Parade Branch
- Sengkang Branch

These branches and SME Centres are selected based on higher customer footfall and in line with customers' preferences.

Business hours remain from 10.00am to 4.00pm on weekdays. Priority is given to vulnerable customers who are elderly, pregnant or have mobility issues from 10.00am to 12.00pm. Where feasible, separate queues with seats are provided for them.

Going digital is encouraged

HLF encourages its customers to continue going digital for their financial needs. Fixed Deposit services remain available via its non-face-to-face service through its online Deposit Instruction Form. Customers can simply renew or place their Fixed Deposit by providing the online instructions from home. Based on their instructions, HLF branch staff will call and follow up with these customers to complete the transactions safely for them.

Alternative fund transfer options such as PayNow and Giro are also available for loan payments. Cheque payments for loans have been ceased at branches. For the convenience of customers, HLF has since expanded PayNow usage for deposit placements into their Fixed Deposit or Savings Accounts.

Safe management measures are enforced

To safeguard the wellbeing of employees and customers, HLF will maintain safe management measures. Branch Safe Distancing Ambassadors are appointed and deployed at all open branches and SME Centres to supervise and ensure strict adherence of safe management and safe distancing measures. These include temperature checks, wearing of masks, keeping at least one-metre safe distancing, as well as SafeEntry visitor management system. For seniors who are unable to perform the SafeEntry QR code scanning independently, the Ambassadors will provide assistance.

HLF President Mr Ang Tang Chor said, "We understand that customers may need to visit our branches and SME Centres as their daily activities resume. We hope the reopening of these well-located branches and SME Centres will enable our customers to fulfill their financial needs without the need for long travel. We have designated Safe Distancing Ambassadors at our branches as an additional safe management measure."

“We encourage our customers to continue using digital services such as online Deposit Instruction Form for Fixed Deposit renewal and PayNow for loan payment and deposit placement. This will minimise non-essential visits to the branches and SME Centres, for their personal safety and wellbeing,” Mr Ang said.

Hong Leong Finance is Singapore's largest finance company, with a network of 28 branches and 12 SME Centres islandwide.

For more information on HLF's branch locations and opening hours, please visit <https://www.hlf.com.sg/locate-us/index.php>.

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