



**HONG LEONG  
FINANCE**

## *Press Release*

### **Hong Leong Finance To Reopen Seven More Branches And Two SME Centres**

*Normal business hours resume with safe distancing measures in place.*

**Singapore, 9 July 2020** – Hong Leong Finance (HLF) will reopen seven more branches and two SME Centres on Monday, 13 July 2020. This is the final phase of the finance company's gradual re-opening in its safe transition to resume business for its entire network of 28 branches and 12 SME Centres.

Business hours will resume at 9.00am to 4.30pm on weekdays and 9.00am to 12.00pm on Saturdays. Priority is given to vulnerable customers who are elderly, pregnant or have mobility issues from 9.00am to 11.00am. Where feasible, separate queues with seats are provided for them.

#### **Safe management measures in place at all branches and SME Centres**

Safe Distancing Ambassadors will be at all locations to ensure strict adherence to safe distancing measures including temperature checks, wearing of masks, safe distancing between customers and employees, and SafeEntry visitor management system. Ambassadors will also provide assistance for vulnerable guests if they need help with any safe management measures.

#### **Customers encouraged to go digital for financial needs**

While all branches and SME Centres resume operations, HLF continues to encourage customers to go online for their financial needs. Access to Fixed Deposits remain available via its online Deposit Instruction Form where customers can renew or place their Fixed Deposits by providing 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. For the convenience of customers, HLF has since expanded PayNow usage for deposit placements into their Fixed Deposit or Savings Accounts.

HLF President Mr Ang Tang Chor said, "As Singapore's economic and social activities increase under Phase 2 of its reopening, our customers' demand for financial transactions has also raised. To serve them better, we are reopening seven more branches and two SME Centres as the final phase of safe transition."

"We remain committed to serving our customers and ensuring the health and well-being of our customers and employees. As we resume business operations in our entire network of 28 branches and 12 SME Centres, safe management measures will be enforced. We encourage customers to stay vigilant and also continue using our digital services and alternative fund transfer options where possible to reduce non-essential branch visits."

HLF is Singapore's largest finance company with a network of 28 branches and 12 SME Centres islandwide. For more details on branch locations and office hours, please visit <https://www.hlf.com.sg/locate-us/index.php>.

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