



**April 3, 2020**

Much has transpired since I first shared my thoughts with you on COVID-19 and how HSBC was responding to the crisis. Markets continue to fluctuate, stricter social distancing actions have been enacted and we're seeing a rapid rise of confirmed cases in the US. The impact is far-reaching and being felt in nearly all aspects of our lives. Our new reality underscores the importance of coordination, support and resilience at home and throughout the world. While we don't know how long this pandemic will continue, HSBC continues to do its part to help. With that in mind, I'd like to share with you some of the steps we are taking on behalf of our customers, employees and the communities we serve.

### **Customers**

Our customers are at the heart of everything we do and we are committed to working closely with those who have been impacted by the virus. To date, we've helped more than 3,200 customers who asked for support. Some of these actions include relief for retail customers such as standard fee waivers (including early CD withdrawals); delaying account charges; mortgage hardship assistance, such as 90-day forbearance and foreclosure moratoriums; and an offer of fee waivers and standard payment reductions for our credit card customers. We also stand ready to work with our small business and middle market customers impacted by COVID-19.

### **Employees**

Our employees are our strongest asset. Because of the crucial role financial services plays in our current circumstances, we are doing everything in our control to ensure the health and security of all our employees as we continue to offer banking services to our clients. This includes reduced branch hours and increased protective safety measures in physical locations. We are also acutely aware of the financial and mental toll the pandemic is taking on many of our employees. To assist with those matters, we are providing \$1,000 to US employees with an annual salary at or below \$75,000 and are working with third-party experts to bring the appropriate well-being resources and support to our teams.

### **Communities**

HSBC takes great pride in supporting the communities in which we live and operate. Recently, we announced a [\\$25 million](#) commitment to COVID-19 relief, specifically to support the international medical response, protect vulnerable people and ensure food security around the world. Here in the US, we will focus our efforts on our partnership with Feeding America to ensure food is available to those in need. We are also working to address the impact of the crisis on the small business community. Further details will follow in the coming weeks.

### **Resources**

HSBC has created two resource portals, one for [retail customers](#) and another for [commercial banking](#) clients. These hubs provide helpful information and important details about our relief programs. For more information about COVID-19, please visit the [Centers for Disease Control and Prevention](#), the [World Health Organization](#) and [International SOS](#).

We take our commitments to our customers, employees and communities seriously. Rest assured you can depend on HSBC to help you during what is a difficult time for all of us. As the situation evolves, so too will our response.

Be well, stay safe and call on us if you need assistance,

**Michael Roberts**  
President and CEO, HSBC USA