



Barrier Free Banking Services

STATE BANK OF INDIA, HONG KONG

In the view of guidelines issued by HKMA on the Barrier Free Banking Service vide letter No. B1/15C G14/72C dated 23 March 2018, following measures have been taken by SBI Hong Kong:

1. Guide dogs are welcome.
2. Reception counter (near customer lounge at 15th floor) is designated as one point service counter for the customer with physical disabilities.
3. **Telephone No. 25971222** (reception counter's number) is identified as **HOTLINE NO.** for the customers with disabilities. If required, customer with physical disabilities may give us a call on designated number, staff concerned will help the customer to complete his banking needs. The number will be made available at SBIHK website and branch entrance/ Lobby.
4. Wheel chair facility and hearing aid device are also available for the customer with physical disabilities.
5. Provision of ramp for wheel chair has been made by the Building Management through Central Building, by which our customer can access to our branch.

Path way: Queen's Road near Central Building --- use central building's lift to 2nd floor --- cross foot over bridge to Central Tower lift lobby--- use lift to 15th floor Central Tower (SBI HK)

All are requested to please take note of above mentioned measures which set out good practices recommended for the industry in enhancing accessibility of banking services by customers with physical disabilities, visual impairment or hearing impairment.