



27 November 2017

## **HSBC offers FREE Interac e-Transfers<sup>®</sup>, doubles the number of branches open on Saturdays (*just in time for holidays!*)**

HSBC Bank Canada (HSBC) is one of the first banks in Canada to fully waive the \$1.25 Interac e-Transfer fee for its retail chequing and savings account holders<sup>1</sup> – the latest in a series of moves by the ‘World’s Best Bank’<sup>2</sup> to make banking simpler, better and faster for its customers.

“Waiving Interac e-Transfer fees for *all* our retail banking customers is our way of saying ‘thank you’ to the growing number of Canadians discovering the unique benefits of banking with HSBC,” said **Larry Tomei, Executive Vice President and Head of Retail Banking and Wealth Management, HSBC Bank Canada**. “In fact, there is no limit to how many or how often transfers can be made, and so we hope more and more Canadians will take advantage of this easy and secure service this holiday season, and beyond.”

### ***Increasing branch hours:***

HSBC has also expanded hours of operation across its network of 128 branches located in urban centers across Canada, as well as updated a number of branches to make them more digital-friendly.

“While we’re investing heavily in new digital technologies and services to meet the changing needs and expectations of Canadians, the branch network remains an important part of how we serve our customers,” **added Tomei**. “That’s why we’ve extended branch hours at more than two-thirds of our branches, doubling the number of branches now open on Saturday.”

For full details on branch hours and locations, customers can use HSBC’s [online branch locator tool](#) or call **1-888-310-4722**.

These changes are the latest in a series of product and service enhancements made by HSBC, driven by significant investment in its retail banking and wealth management business. Over the past year, the bank has launched a new online banking platform and Mobile banking app, Touch ID<sup>3</sup>, Mobile cheque deposit, Apple Pay<sup>3</sup>, LiveSign paperless documents, and completely redesigned HSBC InvestDirect<sup>4</sup>, its award-winning online self-directed investment platform.

*More...*

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### **About HSBC Bank Canada**

HSBC Bank Canada helps companies and individuals across Canada to do business and manage their finances internationally through three global business lines: Commercial Banking, Global Banking and Markets, and Retail Banking and Wealth Management. Canada is a priority market for the HSBC Group – one of the world’s largest banking and financial services groups with assets of US\$2,526bn at 30 September 2017. Linked by advanced technology, HSBC serves customers worldwide through an international network of around 3,900 offices in 67 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. For more information visit [www.hsbc.ca](http://www.hsbc.ca) or follow us on Twitter @HSBC\_CA or Facebook @HSBCCanada.

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### **Notes to Editors:**

1. Account transaction fees may apply. [Refer to our website for more information.](#)  
<sup>®</sup>Trade-mark of Interac Inc. Used under license.
2. HSBC (Group) named ‘World’s Best Bank’ by [Euromoney Magazine in the Euromoney Awards for Excellence 2017](#)
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