

BARRIER FREE BANKING SERVICES / ELDERLY FRIENDLY BANKING SERVICES

HDFC Bank Limited, Hong Kong Branch is committed to providing fair, convenient, and accessible banking services to all customers, including elderly persons and customers with physical, visual, or hearing impairments. We have implemented the following arrangements:

Branch location:

We are located at 1707, 17/F, The Gateway Harbour City - Tower 1, 25 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong

Reception counter (designated service point):

The reception counter on the 17th floor serves as a dedicated service point for elderly customers and customers with physical disabilities. Our staff is committed to provide personalized and priority assistance to all such customers.

Designated telephone numbers:

3107 2977 / 3107 2911 are designated for customers with disabilities and elderly customers who require assistance.

Accessibility

Wheelchair access and ramp facilities are available within the building. Customers may reach our branch via: **Gateway Tower 1 → ramp/lift access to 3rd-floor lift lobby → lift to 17th floor, Suite No. 07 → HDFC Bank, Hong Kong Branch.**

Reading and magnifying glasses are available on request to support customers with visual impairments or elderly customers who may require visual assistance.

HDFC Bank remains committed to ensure that all onsite customer interactions are conducted in an inclusive and accessible manner.

Safe banking:

To further support customer protection, especially for elderly and vulnerable customers, the Branch ensures that funds are handled securely at all stages of a transaction. We also provide the 'Money Safe' facility on customer accounts, assist customers in verifying transactions, provide guidance on safe handling of money, and ensure clear confirmation is obtained before processing. These measures reinforce safe banking practices and help protect our customers from fraud, confusion, or any unauthorized activity.

Fair structure of fees and charges:

The bank offers its services with a fair and reasonable fee structure. Eligible customers belonging to vulnerable and elderly group may approach the bank for a complete waiver on select basic banking charges.

Please feel free to contact us or your relationship manager in case you need further information.