

Important Update

Dear Customer,

As you may be aware, on 24 September we announced our decision to sell our retail banking business in Sri Lanka to Nations Trust Bank (NTB).

You are receiving this email because the announcement covers all the products and services you have with HSBC Sri Lanka.

The transaction is subject to regulatory approvals and is expected to be completed in the first half of 2026. Please be assured that our commitment to supporting you remains as strong as ever.

What does this mean for you?

The products and services you currently have with HSBC Sri Lanka, such as your bank accounts, deposits, credit cards and personal loans, will continue to be provided as normal until the sale is completed. During this period, we will work closely with NTB and the regulatory authorities to enable a smooth transition. At the end of this period, which we expect to be in the first half of 2026 (subject to receipt of regulatory approvals), your products will transfer to NTB who will continue to provide banking services to you.

There is nothing you need to do at this stage. We will be in contact again once the required regulatory approvals have been obtained.

Where can you get more information?

We understand that this announcement may raise some questions, so please visit our website for updates. You can also contact your RM with any questions you may have.

Who can you contact for assistance?

We are here to support you. You can contact us via the following numbers:

- a. For Premier customers, please contact your RM.
- b. For all inquiries, call our Contact Centre on 0114472200.

On behalf of our entire team, we want to thank you again for your understanding and continued loyalty.

Yours sincerely,

Mark Surgenor,
CEO HSBC Sri Lanka