

**John Hackett, HSBC's UK Chief Operating Officer said:**

“Our customers continue to have issues with HSBC online and mobile banking. We profoundly apologise for any inconvenience this has caused.

We will ensure customers do not lose out as a result of this issue. Any fees customers incur as a result of this outage will be waived.

There is a complex technical issue with our internet banking systems, and our IT team has been working non-stop since yesterday morning to find a solution. This has involved many tests, diagnostics and trial runs. We are getting closer to solving the problem, but are not there yet. We can, however, confirm this is not a cyber-attack or any other malicious act.

We have mobilised all our available resources to cope with the increased customer demand in our call centres and branches, and they are doing their best; however, due to very heavy volumes we ask for your patience.

We will continue to provide regular updates.”