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DIGITAL CHEQUE DEPOSITS ON THE RISE AS CUSTOMERS STAY HOME

Thousands of unpaid cheques are being digitally deposited as branch deposits drop

Compared to an average base of 4,500 cheque deposits through its mobile banking app every day, HSBC UK has reported:

- 30% more cheques digitally deposited every day over the last four weeks
- One of the highest number of cheques deposited in one day (outside of the recent Christmas period) with over 7,000 cheques digitally deposited on 17 April.
- Last week's cheque deposits were 48% higher than usual
- 40% decline in physical cheques paid in via branches in the last month
- There has been a 500% increase in people asking how long are cheques valid for, possibly resulting from 'lockdown tidying'.

HSBC UK has today revealed new insight that customers are digitally depositing 30% more cheques since the coronavirus lockdown was announced, as the number of deposits made in branch drops by around 40%.

With a 60% reduction in branch footfall, HSBC UK has reported a weekly average of 36,200 digital cheque deposits over the last four weeks. Thanks to cheque imaging technology, customers have been depositing an average of 6,000 cheques every day from the comfort and safety of their home, with more than 150,000 cheques digitally deposited in the last 30 days.

The high volume of cheques in circulation could perhaps be in part attributed to those relying on loved ones to buy their groceries, unable to leave the house for cash to reimburse them.

Fiona McCaffrey, HSBC UK's Head of Everyday Banking, said: "As people are staying at home they're having to find new ways to do things – demonstrated by the spike in cheques being paid in via our mobile app in recent weeks. There may be old cheques found during 'lockdown tidying' that can be easily processed using a mobile phone. Cheques are valid for six months, so customers can easily boost their account by depositing unused cheques with a couple of swipes and clicks on their mobile phone. However, if it's a personal cheque and you've had it for a long time, check with the person who gave it to you that they still have the funds to honour it."

Direct Debits and unused subscriptions are other ways people can tidy up their finances, as well as looking at general expenditure that can be cut out to help ease the financial impact of the current extraordinary events.

With cheque imaging technology, the whole process of depositing cheques is less hassle and much speedier with money credited to the account within a day.

Fiona continued: "Meanwhile, those unable to access cash to reimburse family and friends for groceries can be assured their cheques can be paid in without needing to visit a branch. Why not get online so you can make transfers in a couple of clicks."

Depositing a cheque is available through HSBC UK's mobile app, making depositing cheques a worthwhile way to spend a couple of minutes, regardless of how low value.

Ends



Notes to Editors

95% of the branch network remains open with the introduction of measures to support the safety of staff and customers, including social distancing and reduced opening hours.

Customers can continue to use telephone banking, online and mobile banking to check their balance and make payments.

HSBC UK customers are also able to access their bank account and carry out their day-to-day banking in all 11,500 Post Office locations.

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HSBC UK serves around 14.5 million customers across the UK, supported by 32,000 colleagues. HSBC UK offers a complete range of retail banking and wealth management to personal and private banking customers, as well as commercial banking for small to medium businesses and large corporates.

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