



Irina Seylanyan
CEO, HSBC Bank Armenia

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Dear customer,

Following our [announcement on 6 February 2024](#), we would like to update you that the Central Bank of Armenia has provided its preliminary approval for the sale of HSBC Bank Armenia CJSC (hereinafter the HSBC Armenia /Bank) to Ardshinbank CJSC. This follows approval from the Competition Protection Commission of Armenia.

With all necessary regulatory approvals for the sale in place, we are working to make the transition as smooth as possible for you, which is expected to complete during the upcoming months. At completion of the sale, HSBC Bank Armenia CJSC will become a wholly owned subsidiary of Ardshinbank CJSC.

What This Means for You

Continuity of Services

Before the transaction completion date there will be no changes to the services you receive from HSBC.

After the transaction completion we expect minimal changes to the range of certain products and services, about which you will be informed separately in due course.

Access to our channels

Before the transaction completion date you will continue to have access to all our existing channels, including ATMs, branches, contact center, phone banking and digital.

Closer to the transaction completion we will be scheduling an ATM software upgrade. The expected upgrade plan and affected ATM locations will be continuously updated on our website [here](#). We are committed to minimizing any inconvenience and remind you that you can withdraw cash from Ardshinbank and Ameriabank ATMs on the same terms as HSBC Armenia ATMs.

After the transaction completion you will still be able to access all the mentioned channels. We will inform you in advance of any changes, providing clear instructions if any action is required from you.

Ongoing Communication

Our primary goal is to deliver a seamless banking experience for you, with minimal disruption to your existing services. If, and as changes arise, we will communicate these to you, and we will also post answers to the most common questions on our website [here](#), which will be updated regularly.

If you have any questions or need further assistance, please do not hesitate to contact us via our usual communication channels.

Thank you for your continued support and trust.

Kind regards,

Irina Seylanyan
CEO, HSBC Bank Armenia