

Measures to improve branch services to customers with disabilities

District	Branch Name	Branch Address	Branch Tel.	Wheelchair access to branch area available	Provision of a permanent ramp	Provision of a temporary ramp	Tactile at staircase	Call button	Guide dogs are welcomed	Portable induction loop kit
Central and Western District	Head Office	G/F, The Center, 99 Queen's Road Central, Central	(852) 3668 2000	√				√	√	√
Central and Western District	18 QRC DBS Treasures Centre	18 Queen's Road Central	(852) 3668 2080	√	√		√		√	√
Wan Chai District	DBS Treasures at Causeway Bay	G/F, 12-14 Yee Wo Street, Causeway Bay	(852) 3668 2200	√	√		√	√	√	√
Sham Shui Po District	DBS Treasures at Festival Walk	Shop 27, LG2, Festival Walk, 80 Tat Chee Road, Kowloon Tong	(852) 3668 2730	√				√	√	√
Yau Tsim Mong District	DBS Treasures at Kowloon	G/F, 728-730 Nathan Road, Mongkok	(852) 3668 6970	√	√		√	√	√	√
Wan Chai District	DBS Treasures at Queen's Road East	Shop A, G/F, Jonsim Place, 228 Queen's Road East, Wanchai	(852) 3668 2130	√	√			√	√	√
Eastern District	DBS Treasures at Taikoo Shing	Shop 37, G/F, Cityplaza, 18 Taikoo Shing Road, Taikoo Shing	(852) 3668 2290	√		√		√	√	√
Tuen Mun District	DBS Treasures at Tuen Mun Town Plaza	Shop 12, UG/F, Tuen Mun Town Plaza (II), 3 Tuen Lung Street, Tuen Mun	(852) 3668 2950	√		√		√	√	√
Wan Chai District	Hennessy Road Branch	427-429 Hennessy Road, Causeway Bay	(852) 3668 2160	√		√	√	√	√	√
Kwun Tong District	Hoi Yuen Road Branch	Unit 2, G/F, Hewlett Centre, 54 Hoi Yuen Road, Kwun Tong	(852) 3668 2690	√	√			√	√	√
Kwai Tsing District	Kwai Chung Branch	G/F, 1001 Kwai Chung Road, Kwai Chung	(852) 3668 2780	√		√	√	√	√	√
Sha Tin District	Ma On Shan Branch	Shops 205-206, Level 2, Ma On Shan Plaza, Ma On Shan	(852) 3668 2870	√				√	√	√
Sham Shui Po District	Mei Foo Branch	Shops N26A-N26B, Stage V, Mei Foo Sun Chuen, 10 & 12 Nassau Street	(852) 3668 2600	√		√		√	√	√
Eastern District	North Point Branch	G/F, 391 King's Road, North Point	(852) 3668 2250	√		√	√	√	√	√
Sha Tin District	Shatin Plaza Branch	Shop 47 & 48, Level 1, Shatin Plaza, No. 21-27 Sha Tin Centre Street, Shatin	(852) 3668 2800	√		√		√	√	√
North District	Sheung Shui Branch	G/F, 5 San Tsoi Street, Sheung Shui	(852) 3668 2880	√		√		√	√	√
North District	Tai Po Branch	G/F, 78-80 Po Heung Street, Tai Po	(852) 3668 2830	√		√		√	√	√
Kowloon City District	Tak Man Street Branch	G/F, On Fu Building, 16 Tak Man Street, Hunghom	(852) 3668 2630	√		√		√	√	√
Yau Tsim Mong District	Tsim Sha Tsui Branch	G/F – 1/F, Manson House, 74-78 Nathan Road, Tsim Sha Tsui	(852) 3668 9600	√		√	√	√	√	√
Tsuen Wan District	Tsuen Wan Branch	G/F & 1/F, 21 & 23 Chung On Street, Tsuen Wan	(852) 3668 2750	√		√	√	√	√	√
Central and Western District	United Centre Branch	Shops 1015-1018 on 1/F & Shops 2032-2034 on 2/F, United Centre, 95 Queensway, Admiralty	(852) 3668 2100	√				√	√	√
Central and Western District	West Point Branch	G/F, 441 Queen's Road West, West Point	(852) 3668 2350				√	√	√	√
Yau Tsim Mong District	Yaumatei Branch	G/F & 1/F, 131-137 Woo Sung Street, Yaumatei	(852) 3668 9680				√	√	√	√
Yuen Long District	Yuen Long Branch	G/F, 1-5 Tai Tong Road, Yuen Long	(852) 3668 2900	√		√	√	√	√	√
Tsuen Wan District	DBS Finance Tsuen Wan Branch	Unit 1722, 17/F, Nan Fung Centre, 264-298 Castle Peak Road, Tsuen Wan	(852) 3668 7268	√				√	√	√

Measures to improve ATM services to customers with disabilities

District	ATM/Other self service machine name	Address	Adjusted height-of-reach	Protruding symbols at card slot, cash dispenser and customer receipt slot	Voice Navigation	Tactile Guide Path
Central and Western District	Head Office ATM No.1	G/F, The Center, 99 Queen's Road Central, Central	√	√	√	√
Central and Western District	Head Office ATM No.2	G/F, The Center, 99 Queen's Road Central, Central	√	√	√	√
Central and Western District	Head Office ATM No.3	G/F, The Center, 99 Queen's Road Central, Central	√	√	√	√
Central and Western District	Head Office ATM No.4	G/F, The Center, 99 Queen's Road Central, Central	√	√	√	√
Central and Western District	18 QRC ATM No.1	18 Queen's Road Central	√	√	√	√
Central and Western District	18 QRC ATM No.2	18 Queen's Road Central	√	√	√	√
Wan Chai District	Causeway Bay ATM No.1	G/F, 12-14 Yee Wo Street, Causeway Bay	√	√	√	√
Sham Shui Po District	Festival Walk ATM No.1	Shop 27, LG2, Festival Walk, 80 Tat Chee Road, Kowloon Tong	√	√	√	√
Wan Chai District	Hennessy Road ATM No.1	427-429 Hennessy Road, Causeway Bay	√	√	√	√
Wan Chai District	Hennessy Road ATM No.2	427-429 Hennessy Road, Causeway Bay	√	√	√	√
Kwun Tong District	Hoi Yuen Road ATM No.1	Unit 2, G/F, Hewlett Centre, 54 Hoi Yuen Road, Kwun Tong	√	√	√	√
Kwun Tong District	Hoi Yuen Road ATM No.2	Unit 2, G/F, Hewlett Centre, 54 Hoi Yuen Road, Kwun Tong	√	√	√	√
Kwun Tong District	Hoi Yuen Road ATM No.3	Unit 2, G/F, Hewlett Centre, 54 Hoi Yuen Road, Kwun Tong	√	√	√	√
Yau Tsim Mong District	Kowloon ATM No.1	G/F, 728-730 Nathan Road, Mongkok	√	√	√	√
Yau Tsim Mong District	Kowloon ATM No.2	G/F, 728-730 Nathan Road, Mongkok	√	√	√	√
Kwai Tsing District	Kwai Chung ATM No.1	G/F, 1001 Kwai Chung Road, Kwai Chung	√	√	√	√
Sha Tin District	Ma On Shan ATM No.1	Shops 205-206, Level 2, Ma On Shan Plaza, Ma On Shan	√	√	√	√
Sham Shui Po District	Mei Foo ATM No.1	Shops N26A-N26B, Stage V, Mei Foo Sun Chuen, 10 & 12 Nassau Street	√	√	√	√
Eastern District	North Point ATM No.1	G/F, 391 King's Road, North Point	√	√	√	√
Eastern District	North Point ATM No.2	G/F, 391 King's Road, North Point	√	√	√	√
Wan Chai District	Queen's Road East ATM No.1	Shop A, G/F, Jonsim Place, 228 Queen's Road East, Wanchai	√	√	√	√
Sha Tin District	Shatin Plaza ATM No.1	Shop 47 & 48, Level 1, Shatin Plaza, No. 21-27 Sha Tin Centre Street, Shatin	√	√	√	√
Sha Tin District	Shatin Plaza ATM No.2	Shop 47 & 48, Level 1, Shatin Plaza, No. 21-27 Sha Tin Centre Street, Shatin	√	√	√	√
North District	Sheung Shui ATM No.1	G/F, 5 San Tsoi Street, Sheung Shui		√	√	
North District	Tai Po ATM No.1	G/F, 78-80 Po Heung Street, Tai Po	√	√	√	√
Eastern District	Taikoo Shing ATM No.1	Shop 37, G/F, Cityplaza, 18 Taikoo Shing Road, Taikoo Shing	√	√	√	√
Kowloon City District	Tak Man Street ATM No.1	G/F, On Fu Building, 16 Tak Man Street, Hunghom	√	√	√	√

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Kwun Tong District	Telford Plaza ATM No.1	1/F, Telford Plaza I, Kowloon Bay	√	√	√	√
Southern District	The Southside ATM No.1	Shop 208A, 2/F, The Southside, Wong Chuk Hang	√	√	√	√
Yau Tsim Mong District	Tsim Sha Tsui ATM No.1	G/F – 1/F, Manson House, 74-78 Nathan Road, Tsim Sha Tsui	√	√	√	√
Yau Tsim Mong District	Tsim Sha Tsui ATM No.2	G/F – 1/F, Manson House, 74-78 Nathan Road, Tsim Sha Tsui	√	√	√	√
Tsuen Wan District	Tsuen Wan ATM No.1	G/F & 1/F, 21 & 23 Chung On Street, Tsuen Wan	√	√	√	√
Tuen Mun District	Tuen Mun Town Plaza ATM No.1	Shop 12, UG/F, Tuen Mun Town Plaza (II), 3 Tuen Lung Street, Tuen Mun	√	√	√	√
Tuen Mun District	Tuen Mun Town Plaza ATM No.2	Shop 12, UG/F, Tuen Mun Town Plaza (II), 3 Tuen Lung Street, Tuen Mun	√	√	√	√
Central and Western District	United Centre ATM No.1	Shops 1015-1018 on 1/F & Shops 2032-2034 on 2/F, United Centre, 95 Queensway, Admiralty	√	√	√	√
Central and Western District	United Centre ATM No.2	Shops 1015-1018 on 1/F & Shops 2032-2034 on 2/F, United Centre, 95 Queensway, Admiralty	√	√	√	√
Central and Western District	West Point ATM No.1	G/F, 441 Queen's Road West, West Point	√	√	√	√
Central and Western District	West Point ATM No.2	G/F, 441 Queen's Road West, West Point	√	√	√	√
Yau Tsim Mong District	Yaumatei ATM No.1	G/F & 1/F, 131-137 Woo Sung Street, Yaumatei	√	√	√	√
Yau Tsim Mong District	Yaumatei ATM No.2	G/F & 1/F, 131-137 Woo Sung Street, Yaumatei	√	√	√	√
Yuen Long District	Yuen Long ATM No.1	G/F, 1-5 Tai Tong Road, Yuen Long	√	√	√	√
Yuen Long District	Yuen Long ATM No.2	G/F, 1-5 Tai Tong Road, Yuen Long	√	√	√	√