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HSBC BANK CANADA HELPS S.U.C.C.E.S.S. CREATE INFORMATION HOTLINE FOR NEW CANADIANS

S.U.C.C.E.S.S. has received a \$50,000 donation from HSBC Bank Canada to establish a 24 Hour Information Hotline Service scheduled to be launched in April 2008. The Hotline will be a library of pre-recorded messages that will provide practical settlement-related information for new Canadians in Cantonese, Mandarin, Punjabi and Korean.

For many newcomers to Canada, settling into the country is a lengthy and challenging process. They have to learn a new set of norms and laws, including day-to-day interactions, in order to succeed. The 24 Hour Information Hotline is a service that will make the settlement process easier. The Hotline will operate 7 days a week, 24 hours a day and will cover important topics including: Canadian citizenship, immigration, taxation, education, housing, medical and health, family law, social benefits, transportation, and employment.

“The new Hotline will provide much needed information for new Canadians to speed up their integration into our community. It will also strengthen our existing services to other cultural groups such as Punjabi and Korean,” said Tung Chan, Chief Executive Officer of S.U.C.C.E.S.S.

Lindsay Gordon, President and Chief Executive Officer of HSBC Bank Canada, said: “HSBC Bank Canada recognizes the important contribution that immigrants make to Canadian society and is proud to support an initiative, like the S.U.C.C.E.S.S telephone Hotline, that will make it easier for new Canadians to access important information and settle into their new home.”

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HSBC Bank Canada, a subsidiary of HSBC Holdings plc, has more than 170 offices and is the leading international bank in Canada. With around 10,000 offices in 83 countries and territories and assets of US\$2,354 billion at 31 December 2007, the HSBC Group is one of the world's largest banking and financial services organizations.

S.U.C.C.E.S.S. is one of the largest social service providers in BC. It offers a diverse range of programs and services, including new Canadians' reception, settlement and public education, language and employment training, business and economic development, services for families, seniors, women and youth, as well as community development and advocacy through 12 service centres in Metro Vancouver.

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