

28 February 2018

**Details of emergency cash withdrawal service
during suspension of ATM services due to system upgrade**

To enhance our services to customers, Bank of China (Hong Kong) will conduct system upgrade from 11pm on 31 March 2018 (Saturday) to 3pm on 1 April 2018 (Sunday). During this period, the use of BOC Card and BOC Credit Card to withdraw cash via local and overseas ATMs (including ATMs of BOCHK and Jetco network) will be temporarily suspended. We will arrange emergency cash withdrawal service for cardholders of BOC Card or BOC Credit Card (with linked bank account) at the following designated branches from 9am on 1 April (Sunday) in case they have an immediate need for cash withdrawal. Please present your personal identification document and BOC ATM card / BOC Credit Card when withdraw cash over the counter.

The designated branches are as follows:

Branch	Address
Central District (Wing On House) Branch	B/F-2/F, Wing on House, 71 Des Voeux Road Central, Hong Kong
Mongkok Branch	589 Nathan Road, Mong Kok, Kowloon
Hoi Yuen Road Branch	55 Hoi Yuen Road, Kwun Tong, Kowloon
Metroplaza Branch	Shop 260-265, Metroplaza, 223 Hing Fong Road, Kwai Chung, New Territories
Tai Po Branch	68-70 Po Heung Street, Tai Po Market, New Territories
Cheung Chau Branch	53-55 Tai Sun Street, Cheung Chau, New Territories
Hong Kong International Airport Branch	Unit 7T075, Passenger Terminal Bldg, Hong Kong International Airport

Remark: During this period, the above designated branches will only provide cash withdrawal service. Other banking services will not be available.

We apologise for the inconvenience that may cause. For enquiry, please call our Customer Service Hotline (852) 3988 1830.