

28 February 2018

Notice on suspension of services due to system upgrade

To enhance our services to customers, Bank of China (Hong Kong) (the “BOCHK”) will conduct system upgrade from 11pm on 31 March 2018 (Saturday) to 3pm on 1 April 2018 (Sunday) and certain services will be suspended during the period. We would advise customers to make necessary arrangements in advance. Service suspension details are as follows:

- Self-service machines: Automated Teller Machines, Cash Deposit Machines, Cheque Deposit Machines, Passbook Update Machines and iService; Use of BOC Card and BOC Credit Card to withdraw cash, enquire account balance, transfer funds and pay bills via local and overseas ATMs (including ATMs of BOCHK and Jetco network), and conduct retail purchases by debiting bank account via EPS/UnionPay, etc
- Internet Banking
- Phone Banking
- Mobile Banking
- Mobile Application
- WeChat Official Account
- BOCHK Website

During suspension of ATM service, we will arrange emergency cash withdrawal services for cardholders of BOC Card or BOC Credit Card at our designated branches from 9am on 1 April 2018 (Sunday).

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

Bank of China (Hong Kong) Limited