

8 October 2019

Notice on BOCHK Branch Services

Over the past week, there have been a number of serious violent incidents across Hong Kong. Some of our branches and self-service facilities have been severely damaged as a result, seriously affecting our service to customers. In addition to severe damage to our branches' exterior, ATMs and self-service facilities, our branches' roller shutters were also pried open, with the lobbies vandalised and set on fire.

BOCHK is making its best endeavour to repair the damaged facilities, and has activated its contingency plan. Our customers' assets, information and all safe deposit boxes remain safe upon evaluation. We would like to reiterate that the operation of the Bank remains normal, with a strong financial position and ample liquidity.

Our branches, except five^{Note}, will open for business today (8 October). Our staff will remain committed as ever to provide banking services to customers, in an effort to minimise the inconvenience caused. Customers are advised to access ATM services in neighbouring areas should they find some of the ATMs damaged and unable to provide services. We reiterate that our banknote supply remains normal and have stepped up our efforts to replenish cash for ATMs where practicable. We would like to thank our customers and the community for their various caring gestures, understanding and support during this time.

We strongly condemn the radical violence against the Bank. BOCHK will continue to spare no effort in contributing to Hong Kong's economic development, financial stability and people's livelihood. We urge various sectors of the society and citizens across Hong Kong to treasure the rule of law and stability that was earned through many years of hard work. We hope that by upholding the rule of law and abiding by the law, social order will be restored as early as possible.

Note: For the safety of customers and staff, the following branches will suspend services until further notice:

Branch name	Branch address
Causeway Bay Branch	505 Hennessy Road, Causeway Bay, Hong Kong



Branch name	Branch address
Shanghai Street (Prince Edward) Branch	689-693 Shanghai Street, Mong Kok, Kowloon
Tsui Ping Estate Branch	Shop 116, 2/F Shopping Circuit, Tsui Ping Estate, Kwun Tong, Kowloon
Citywalk Branch	Shop 65 & 67-69, G/F, Citywalk, 1 Yeung Uk Road, Tsuen Wan, New Territories
Tseung Kwan O (The Grandiose) Branch	Shop G59-60, G/F, Popcorn, Tseung Kwan O Town, New Territories

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