

29 July 2020

Notice on BOCHK Branch Business Hours Adjustment

Bank of China (Hong Kong) Limited (“BOCHK”) would like to notify its customers and the general public that in response to community efforts against the epidemic, from 29 July 2020 (Wednesday) onwards, the business hours of BOCHK branches across the city will be adjusted until further notice. Except for the branches with special arrangements listed below, the business hours of the remaining branches will be adjusted to 9 am to 4 pm from Monday to Friday and 9 am to 12 noon on Saturday. Customers may also access banking services via our 24-hour Self-service Banking Centres, ATMs, or electronic means such as Mobile Banking, Internet Banking and Phone Banking. Details of BOCHK outlets are available at our website (www.bochk.com/en/branch.html). In addition, the services of certain branches will remain suspended until further notice.

BOCHK has adopted a series of preventive measures at branches, including regular disinfecting and cleaning, requesting that employees wear a face mask while on duty and measure their body temperature. Customers entering BOCHK branches are required to have their temperature checked and to wear a face mask. Meanwhile, special crowd control and queuing measures have been implemented in all BOCHK branches in order to ensure an appropriate distance between customers and to shorten customers' time in the branches. We will closely monitor the situation and make appropriate arrangements.

For enquiries, please call the BOCHK Customer Service Hotline at (852) 3988 2388.

The business hours of the following branches will be adjusted as follows:

Branch Name	Branch Address	Business Hours
Kowloon		
On Tai Estate Banking Services Centre [#]	Shop No.106, UG/F, On Tai Shopping Centre, On Tai Estate, Kwun Tong	Tuesday & Thursday: 1 pm – 4 pm Monday, Wednesday, Friday & Saturday: Closed as usual
New Territories		
Sheung Shui Banking Services Centre [#]	136 San Fung Avenue, Sheung Shui	Monday to Friday: 9 am – 4 pm Saturday: Closed as usual
Science Park Banking Services Centre [#]	Unit S041B, G/F, Lakeside 2, No. 10 Science Park West Avenue, Hong Kong Science Park, Shatin	Monday to Friday: 11 am – 6 pm Saturday: Closed as usual

Branch Name	Branch Address	Business Hours
HKUST Branch [#]	The HKUST, Clear Water Bay Rd	Monday to Friday: 9 am – 4 pm Saturday: Closed as usual
Discovery Bay Banking Services Centre [#]	Shop G28, G/F, Block C, DB Plaza, Discovery Bay City, Lantau Island	Monday to Friday: 10 am – 5 pm Saturday: 10 am – 12 noon

[#]The service at the Self-service Banking Centre at these branches remains normal.

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