

14 September 2020

## Refinements in our branch setup and investment transaction process

With reference to the “Investor Protection Measures in respect of Investment, Insurance and Mandatory Provident Fund Products” circular issued by Hong Kong Monetary Authority on 25<sup>th</sup> September 2019, **the refinements in physical segregation arrangement of our branches and streamlining investment transaction process** in the Bank of China (Hong Kong) Limited (“BOCHK”) will be **effective from 14<sup>th</sup> September 2020 onwards**. The Bank will have greater flexibility to provide you with a more convenient banking service, ensure your protection, and speed up your investment transactions to save your time.

Key refinements	
<b>Refinement of physical segregation in branch area</b>	<ul style="list-style-type: none"> <li>• Teller counters will be renamed “<b>Deposit and Banking Services Zone</b>”</li> <li>• <b>Investment, insurance and general banking services</b> could be enjoyed in all branch areas except the “Deposit and Banking Services Zone”</li> </ul>
<b>Investment transaction process</b>	<ul style="list-style-type: none"> <li>• <b>Streamline audio-recording</b> arrangements<sup>1</sup></li> <li>• Introduce the <b>opt-out arrangement from audio-recordings</b> for subsequent transactions of comparable products<sup>2</sup></li> </ul>

If you have any questions, please contact our branch staff or call our Customer Service Hotline at (852) 39882388.

Bank of China (Hong Kong) Limited

Remarks:

1. If customers fulfill designated criteria, could choose to conduct simplified version of audio recording or opt-out from audio recording arrangement.
2. This refers to customers who conduct subsequent transactions of comparable products at the Bank and fulfill designated criteria, risk mismatch transactions are excluded. Comparable products refer to investment products with the same key nature, features, structure and payout structure (if applicable) set by the Bank.