

14 March 2022

### Notice on BOCHK Branch Services

Bank of China (Hong Kong) ("BOCHK") is committed to providing banking services to its customers while adjusting the branch service arrangements in response to the ongoing developments of the epidemic. From 14 March (Monday), 7 branches will resume services. These branches include: Johnston Road Branch, Tsim Sha Tsui Branch, Castle Peak Road (Cheung Sha Wan) Branch, City One Sha Tin Branch, Sheung Shui Centre Branch, Tsuen Wan Branch and Cheung Fat Estate Branch. The Bank has adopted a series of preventive measures at branches. Branch staff and customers entering branches are required to have their temperature taken and to wear a face mask. Those branches which had staff infected cases have been thoroughly cleaned and disinfected while staff resuming work at branches have tested negative for COVID-19.

In addition, 3 branches will be temporarily closed from 14 March (Monday) until further notice as there are branch employees preliminarily tested positive for COVID-19. These branches include: Castle Peak Road (Tsuen Wan) Branch, Tuen Mun Town Plaza Branch and Cheung Chau Branch. The Bank will take corresponding measures, including thoroughly cleaning and disinfecting these branches, arranging COVID-19 tests and home quarantine for all employees at these branches. All employees at these branches fully complied with the Bank's preventive measures, including wearing a face mask while on duty and having their body temperature taken. To fully support the epidemic prevention work, the Bank will continue to monitor the situation, and work in close liaison with the Centre for Health Protection on these cases.

Customers may check the nearest outlets under "Branch Locator" on BOCHK website ([www.bochk.com/en/branch.html](http://www.bochk.com/en/branch.html)). For enquiries about BOCHK branch services, customers may call our Customer Service Hotline at (852) 3988 0499 or (852) 3988 2388.

**Table 1: The services of the following branches will be resumed from 14 March (Monday)**

Branch Name	Branch Address
<b>Hong Kong</b>	
Johnston Road Branch	152-158 Johnston Road, Wan Chai
<b>Kowloon</b>	
Tsim Sha Tsui Branch	24-28 Carnarvon Road, Tsim Sha Tsui
Castle Peak Road (Cheung Sha Wan) Branch	365-371 Castle Peak Road, Cheung Sha Wan
<b>New Territories</b>	
City One Sha Tin Branch	Shop Nos. 24-25, G/F, Fortune City One Plus, No.2 Ngan Shing Street, Shatin
Sheung Shui Centre Branch	Shop 1005-1009, Level 1, Sheung Shui Centre, Sheung Shui
Tsuen Wan Branch	297-299 Sha Tsui Road, Tsuen Wan
Cheung Fat Estate Branch	Shop No. 114D, G/F, Cheung Fat Plaza, Cheung Fat Estate, Tsing Yi

**Table 2: The services of the following branches will be suspended from 14 March (Monday) until further notice**

<b>Branch Name</b>	<b>Branch Address</b>
<b>New Territories</b>	
Castle Peak Road (Tsuen Wan) Branch	G/F-1/F, Sin Ching Building, 201-207 Castle Peak Road (Tsuen Wan), Tsuen Wan
Tuen Mun Town Plaza Branch	Shop 2, Tuen Mun Town Plaza phase II, Tuen Mun
Cheung Chau Branch	53-55 Tai Sun Street, Cheung Chau

- End -