

18 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 18 March (Friday), 5 branches will resume services. These branches include: Sham Shui Po Branch, Sha Tin Branch, Kwai Chung Plaza Branch, Cheung Fat Estate Branch and Citygate Banking Services Centre. 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, Lok Fu Branch will be temporarily closed from 18 March (Friday) until further notice as there are branch employees preliminarily tested positive for COVID-19. 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). 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 18 March (Friday)

Branch Name	Branch Address
Kowloon	
Sham Shui Po Branch	207-211 Nam Cheong Street, Sham Shui Po
New Territories	
Sha Tin Branch	Shop 20, Level 1, Lucky Plaza, 1-15 Wang Pok Street, Shatin
Kwai Chung Plaza Branch	A18-20, G/F Kwai Chung Plaza, 7-11 Kwai Foo Road, Kwai Chung
Cheung Fat Estate Branch	Shop No. 114D, G/F, Cheung Fat Plaza, Cheung Fat Estate, Tsing Yi
Citygate Banking Services Centre	Unit 264 & 273, L2, Citygate, Tung Chung, Lantau

Table 2: The services of the following branch will be suspended from 18 March (Friday) until further notice

Branch Name	Branch Address
Kowloon	
Lok Fu Branch	Shop G204, G/F, Lok Fu Place, 198 Junction Road

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