

15 August 2022

**Notice on BOCHK System Maintenance**

To enhance our service, we will conduct system maintenance from 00:30am to 07:00am on 4 September 2022 (Sunday) (Hong Kong Time). The following services will be temporarily suspended during the maintenance period. Customers are advised to make necessary arrangements in advance if necessary. We apologise for any inconvenience this may cause. Details on the service suspension are as follows.

- BOCHK Website
- Personal Internet Banking (Hong Kong, Private Banking and Brunei)
- CBS Online, BOCNET HK, FI Online and iGTB Platform (include iGTB NET, iGTB MOBILE, iGTB CONNECT and iGTB API)
- Phone Banking (Personal and Corporate)
- Personal Mobile Banking
- Part of BOCHK Mobile Application services: Application for BOC Credit Card, Loan and Travel Insurance
- BoC Pay and Home Expert Mobile Application
- Faster Payment Service
- Online Chat
- Automated Teller Machines, Cash Deposit Machines, Cheque Deposit Machines and iService
- Use of BOC Card and BOC Credit Card (with linked bank account) to withdraw cash, enquire account balance, transfer funds and pay bills via local and overseas ATMs (including ATMs of BOCHK and Jetco network), and conduct retail purchases by debiting bank account via EPS/UnionPay, etc
- Part of WeChat Official Accounts services: Binding, Top Up and Conducting Retail Purchases via WeChat Pay, and Binding and After-binding functions of Service Account
- Enquiries and Subscription of Debt Securities and Certificates of Deposit via

Internet Banking, Subscription of Debt Securities via Mobile Banking (**until 09:30am**)

- Investment Account Opening and Online Completion of Questionnaire on Investment Preference & Enquiries via Internet and Mobile Banking (**until 10:00am**)
- Securities Trading & Account Enquiries via Internet, Mobile and Phone Banking (**until 11:00am**)
- iGTB Platform - Account Activity Enquiry Service (**until 12:00nn**)
- Passbook Update Machines (**until 12:00nn**)

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

Bank of China (Hong Kong) Limited