

25 January 2022

### **Notice on BOCHK Yau Ma Tei Branch Services**

Bank of China (Hong Kong) ("BOCHK") would like to inform its customers and the general public that an employee at Yau Ma Tei Branch (address: 471 Nathan Road, Yau Ma Tei, Kowloon) informed the Bank on 25 January (Tuesday) that she has preliminarily tested positive for COVID-19. The Branch has been temporarily closed since 24 January (Monday) until further notice. Meanwhile, the Bank has already taken corresponding measures, including thoroughly cleaning and disinfecting the Branch, arranging COVID-19 tests and home quarantine for all employees at the Branch.

The employee last reported for duty at the Branch on 21 January (Friday). Her body temperature was normal before reporting for duty and no symptoms of sickness were present. Her main duties involve handling general customer enquiries and crowd management in the branch hall. She wore a face mask during her time on duty. All employees at the Branch 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 this case.

BOCHK has always treated the health and safety of its customers and employees as its top priority, and has adopted a series of preventive measures at branches. Customers entering BOCHK branches are required to have their temperature taken 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 minimise customers' time spent in the branches.

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

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