

29 January 2022

**Notice on BOCHK Tuen Mun Town Plaza Branch and  
Tuen Mun Wealth Management Centre Services**

Bank of China (Hong Kong) ("BOCHK") would like to inform its customers and the general public that an employee at Tuen Mun Town Plaza Branch (address: Shop 2, Tuen Mun Town Plaza phase II, Tuen Mun, New Territories) and Tuen Mun Wealth Management Centre (address: Shop 5, Level 1, North Wing, Trend Plaza, Tuen Mun, New Territories) informed the Bank on 29 January (Saturday) that she has preliminarily tested positive for COVID-19. The Branch and the Wealth Management Centre have been closed immediately until further notice<sup>#</sup>. The Bank will take corresponding measures, including thoroughly cleaning and disinfecting these outlets, arranging COVID-19 tests and home quarantine for all employees at these outlets.

The employee last reported for duty at the above-mentioned Branch and Wealth Management Centre on 29 January (Saturday). Her body temperature was normal before reporting for duty. She works as a Relationship Manager and wore a face mask during her time on duty. All employees at these outlets 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.

<sup>#</sup> The services of Tuen Mun Town Plaza Branch will also be suspended for three consecutive Saturdays after the Lunar New Year (i.e. 5, 12 and 19 February).

- End -