

18 February 2022

### Notice on BOCHK Branch Services

Bank of China (Hong Kong) ("BOCHK") would like to inform its customers and the general public that four branch employees informed the Bank that they have preliminarily tested positive for COVID-19. The branches involved include: Elements Branch, Yau Tong Branch, Tsim Sha Tsui East Branch, and Kwai Chung Plaza Branch.

These branches will be temporarily closed from 18 February (Friday) until further notice. 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.

Details of these branches and the last working day of these employees are as follows:

Branch Name	Branch Address	Last Working Day of the Employee
<b>Kowloon</b>		
Elements Branch	Shop 1003-1004, 1/F, Elements, 1 Austin Road West	15 February (Tuesday)
Yau Tong Branch	Shop G1-G27, Ka Fu Arcade, Yau Tong Centre	16 February (Wednesday)
Tsim Sha Tsui East Branch	Shop 3, LG/F, Hilton Towers, 96 Granville Road, Tsim Sha Tsui East	16 February (Wednesday)
<b>New Territories</b>		
Kwai Chung Plaza Branch	A18-20, G/F Kwai Chung Plaza, 7-11 Kwai Foo Road, Kwai Chung	17 February (Thursday)

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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