

25 February 2022

### Notice on BOCHK Branch Services

Bank of China (Hong Kong) ("BOCHK") would like to inform its customers and the general public that some branches will be temporarily closed from 25 February (Friday) until further notice as there are branch employees preliminarily tested positive for COVID-19. These branches include: South Horizons Branch, Tsim Sha Tsui Branch, Ma Tau Kok Road Branch, Yau Ma Tei Branch, HKUST Branch, Tai Wai Wealth Management Centre and Citygate Banking Services Centre. 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.

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.

Customers may check the nearest outlets under "Branch Locator" on BOCHK website ([www.bochk.com/en/branch.html](http://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.

**The services of the following branches will be suspended from 25 February (Friday) until further notice:**

Branch Name	Branch Address	Last Working Day of the Employee
<b>Hong Kong</b>		
South Horizons Branch	Shop G13 & G15, G/F, Marina Square, West Commercial Block, South Horizons, Ap Lei Chau	23 February (Wednesday)
<b>Kowloon</b>		
Tsim Sha Tsui Branch	24-28 Carnarvon Road, Tsim Sha Tsui	22 February (Tuesday)
Ma Tau Kok Road Branch	39-45 Ma Tau Kok Road, To Kwa Wan	23 February (Wednesday)
Yau Ma Tei Branch	471 Nathan Road, Yau Ma Tei	23 February (Wednesday)
HKUST Branch	The HKUST, Clear Water Bay Rd	24 February (Thursday)
<b>New Territories</b>		
Tai Wai Wealth Management Centre	37-47 Tai Wai Road, Shatin	22 February (Tuesday)
Citygate Banking Services Centre	Unit 264 & 273, L2, Citygate, Tung Chung, Lantau	23 February (Wednesday)

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