

16 July 2025

Notice on BOCHK System Maintenance

To enhance our service, we will conduct system maintenance from 12:30am to 7:00am (Hong Kong Time) on 10 August 2025 (Sunday). The following services will be temporarily suspended during the maintenance period. Customers are advised to make necessary arrangements in advance if necessary. Details on the service suspension are as follows.

- BOCHK Website
- Personal Internet Banking (Hong Kong and Brunei)
- BOCNET HK, FI Online and iGTB Platform (including iGTB NET, iGTB MOBILE, iGTB CONNECT, iGTB SFTP, iGTB API and iGTB SCO)
- Private Banking Internet Banking
- 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
- FPS Services (including fund transfer, direct debit authorisation, addressing registration and Payment Connect)
- Online Chat
- Automated Teller Machines, Cash Deposit Machines, Cheque Deposit Machines and iService
- Use of BOC Card and BOC Credit Card (with linked savings or current account) services for cash withdrawal, balance enquiry, transfer at all local and overseas ATMs, or use of those cards for purchases or by debit payment both local and overseas, etc.
- Use of BOC Mastercard® Debit Card, including the use of debit card to withdraw cash, enquire account balance and transfer funds via local and overseas ATMs (including ATMs of BOCHK, Jetco, MasterCard or Cirrus network), conduct retail

purchase authorisation, and card application and card management services of debit card via Mobile Banking, 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 and Mobile Banking **(until 9:30am)**
- 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)**
- Time deposit via Internet, Mobile, Phone Banking and iService **(until 12:00pm)**
- Savings/Current account opening via Internet and Mobile Banking **(until 12:00pm)**
- All account opening for customers via iService **(until 12:00pm)**
- iGTB Platform: account activity enquiry service **(until 12:00pm)**
- Passbook Update Machines **(until 12:00pm)**

In addition, due to the above situation, Hong Kong International Airport Banking Services Centre (Address: Unit No. 6T533A, Level 6, Departures East Hall, Terminal 1, Hong Kong International Airport) will only provide limited services from 9:00am to 12:00pm. We apologise for any inconvenience caused.

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

Bank of China (Hong Kong) Limited