



中國銀行(香港)有限公司
BANK OF CHINA (HONG KONG) LIMITED

April 2026

Notice of service termination for SMS ticketing service and Mobile Banking counter appointment service at Wealth Management Centre as well as cancellation of “Terms and Conditions of Ticketing/Booking for Counter Service of Wealth Management Centre”

Due to adjustment to our banking services, please be informed that effective on 18 May 2026, the SMS ticketing service and corresponding SMS queue reminder service at our branches will be cancelled. All other ticketing methods will remain unchanged.

Besides, starting from 26 May 2026, Mobile Banking counter appointment service at Wealth Management Centre will be replaced by the new eTicketing for Counter Services (Mobile Banking Menu>Branch Services). Customer can remotely check the queue status of branches and collect tickets in advance via Mobile Banking, convenient and efficient. “Terms and Conditions of Ticketing/Booking for Counter Service of Wealth Management Centre” will be cancelled accordingly.

We apologise for any inconvenience this may cause.

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

Bank of China (Hong Kong) Limited