

20 July 2026

Notice on BOCHK System Maintenance

To enhance our service, we will conduct system maintenance from 12:30am to 7:00am (Hong Kong Time) on 9 August 2026 (Sunday). The following services will be temporarily suspended during the maintenance period. Customers are advised to make necessary arrangements in advance if necessary. Details of the service suspension are as follows.

- BOCHK website
- Online Chat
- Personal Internet Banking (Hong Kong and Brunei)
- Private Banking Internet Banking
- Phone Banking (Personal and Corporate)
- Mobile Banking (Personal and Private Banking)
- FPS Services (including fund transfer, direct debit authorisation, addressing registration and Payment Connect)
- BoC Pay+ and Home Expert Mobile Application
- Certain WeChat Official Account services: binding of bank accounts and related functions
- WeChat Pay: Smart Account binding, top-up and retail payments
- iGTB Platform (including iGTB NET, iGTB MOBILE, iGTB CONNECT, iGTB SFTP, iGTB API and iGTB SCO)
- 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) for cash withdrawal, balance enquiry and transfer at ATMs, as well as for purchases or debit payments in Hong Kong, the Chinese Mainland and overseas, etc
- Use of BOC Mastercard® Debit Card, for cash withdrawal, account balance enquiry, transfer and purchase authorisation at ATMs (including those of BOCHK, JETCO, Mastercard or Cirrus networks) in Hong Kong, the Chinese Mainland and overseas;

and the application for and management of the debit card via Mobile Banking, etc

- Open API Portal
- Enquiry 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 and enquiries via Internet and Mobile Banking **(until 10:00am)**
- Securities trading and 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 arrangement, the 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