

11 August 2020

### Notice on BOCHK System Maintenance

Bank of China (Hong Kong) (“BOCHK”) is committed to providing quality services to customers. To enhance our services, we will conduct system maintenance from 00:30am to 07:00am on 16 August 2020 (Sunday) (Hong Kong Time). During this period, the following services will be temporarily suspended. Customers are advised to make necessary arrangements in advance if necessary. Details on service suspension are as follows:

- Self-service banking services: Automated Teller Machines (“ATMs”), Cash Deposit Machines, Cheque Deposit Machines and iService; Use of BOC Card and BOC Credit Card to withdraw cash, enquire account balance, transfer funds and pay bills via local and overseas ATMs (including ATMs of BOCHK and Jetco network), and conduct retail purchases by debiting bank account via EPS/UnionPay, etc.
- Internet Banking
- Phone Banking
- Mobile Banking
- Certain Mobile Application services
- Faster Payment Service
- Certain WeChat Official Account functions
- BOCHK Website

Among which:

- Enquiries and subscription services of debt securities and Certificates of Deposit via Internet Banking (**suspended until 09:30am**)
- Enquiries and placing of securities trading via Internet, Mobile and Phone Banking; investment account opening, and the filling in & enquiry service of the Questionnaire on Investment Preference via Internet and Mobile Banking (**suspended until 10:00am**)
- iGTB Platform - Account activity enquiry service (**suspended until 12:00nn**)
- Passbook update machines (**suspended until 12:00nn**)

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

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### **About Bank of China (Hong Kong) Limited**

Bank of China (Hong Kong) Limited (“BOCHK”) is a leading commercial banking group in Hong Kong with strong market positions in all major businesses. We have the most extensive local branch network and diverse service platforms in Hong Kong, including more than 190 branches, 280 automated banking centres, efficient e-channels of over 1,000 self-service machines, as well as Internet and Mobile Banking services. We offer a comprehensive range of financial, investment and wealth management services to personal, corporate and institutional customers. To implement the overseas development strategy of BOC Group, we strive to drive our regional development by expanding our business in the Southeast Asian region. Our branches and subsidiaries have been extended to Southeast Asian countries such as Thailand, Malaysia, Vietnam, the Philippines, Indonesia, Cambodia, Laos and Brunei, with the provision of professional and high-quality financial services to local customers. We will also expedite our development into a top-class, full-service and internationalised regional bank.

BOCHK is one of the three note-issuing banks and the sole clearing bank for Renminbi (“RMB”) business in Hong Kong. With our strong RMB franchise, we are the first choice of customers in this business. Through the deep collaboration with our parent bank, BOC, we provide a full range of high-quality cross-border services to multinationals, cross-border customers, mainland enterprises going global, central banks and super-sovereign organisations.

BOC Hong Kong (Holdings) Limited, BOCHK’s holding company, is one of the largest listed companies on the main board of the Stock Exchange of Hong Kong, with stock code “2388” and ADR OTC Symbol “BHKLY”.