

26 August 2022

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 4 September 2022 (Sunday) (Hong Kong Time). 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, Private Banking and Brunei)
- CBS Online, BOCNET HK, FI Online and iGTB Platform (including iGTB NET, iGTB MOBILE, iGTB CONNECT and iGTB API)
- 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
- Faster Payment Service
- Online Chat
- Automated Teller Machines, Cash Deposit Machines, Cheque Deposit Machines and iService
- Use of BOC Card and BOC Credit Card (with linked bank account) 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
- 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 Banking, Subscription of Debt Securities via Mobile Banking (**until 09:30am**)
- 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**)
- iGTB Platform - Account Activity Enquiry Service (**until 12:00noon**)
- Passbook Update Machines (**until 12:00noon**)

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

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About Bank of China (Hong Kong) Limited

Bank of China (Hong Kong) Limited (“BOCHK”) is committed to pursuing its strategic goal to “Build a First-class Regional Banking Group” and promoting sustainable and high-quality development. Capitalising on its advantages as a major commercial banking group in Hong Kong, BOCHK continues to increase local market penetration, captures business opportunities in the Greater Bay Area and actively expands its business development in Southeast Asia. We strive to provide customers with comprehensive, professional and high-quality services. Entering a new era of smart banking, we endeavour to become a customer-centric digital bank by enhancing customer experience with innovative technology and offering intelligent products and services.

As one of the three note-issuing banks and the sole clearing bank for Renminbi (“RMB”) business in Hong Kong, BOCHK has strong market positions in all major businesses. Our strong RMB franchise has made us the first choice for customers in RMB business. We have the most extensive branch network and diverse service platforms in Hong Kong, as well as efficient e-channels such as Internet and Mobile Banking services. We offer a comprehensive range of financial, investment and wealth management services to personal, corporate and institutional customers.

We are actively pushing forward our regional development and expanding our business in the Southeast Asian region. With our branches and subsidiaries in Thailand, Malaysia, Vietnam, the Philippines, Indonesia, Cambodia, Laos, Brunei and Myanmar, we support customers in the region with professional and high-quality financial services. Through close cooperation 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.

As a leading commercial and regional bank with deep roots in Hong Kong for over 100 years, BOCHK upholds its mission of “Bridge China and the World for the Common Good”. We are committed to undertaking our corporate social responsibilities, promoting long-term and balanced sustainable development, and delivering greater value for our stakeholders and the community.

BOC Hong Kong (Holdings) Limited 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”.