

18 November 2024

“Credit Reference Agency(ies)” Contact Information

Thank you for using the mortgage / loan services of Bank of China (Hong Kong) Limited (the “Bank”).

Please be informed that with effect from 25 November 2024, in examining your mortgage / loan application or in the course of the review of the banking facilities, the Bank may refer to and consider your credit report, credit scores and other credit data from the following credit reference agency(ies).

| Name of credit reference agency | Email address | Official website | Contact number | Address |
|---|--------------------------|-------------------|----------------|--|
| TransUnion | hkcontact@transunion.com | www.transunion.hk | 2577 1816 | 811, 8/F Tower 5, The Gateway, 15 Canton Road, TST, Kowloon, Hong Kong |
| Pingan OneConnect Credit Reference Services Agency (HK) Limited | cra_contact@paoc.com.hk | www.paocra.com.hk | 2271 6268 | Unit 1603-1604, Level 16, NEO Building 123 Hoi Bun Road Kwun Tong, Kowloon Hong Kong |

You are entitled to request for a credit report from all credit reference agencies in Hong Kong approved for participation in the Multiple Credit Reference Agencies Model without charge within any twelve-month period respectively to each selected credit reference agency. Should you have any enquiry, please contact our Mortgage and Loans Hotline at (852) 3669 3233.

Bank of China (Hong Kong) Limited