

ICBC (Asia) Branch Service Updates

4 April 2022, Hong Kong – In view of the latest development of COVID-19 epidemic and customers' need for banking service, Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)” or the “Bank”) announced that its branch services will be adjusted as follows until further notice.

I. The services of the following additional branches are adjusted from today (4 April):

- Service Resumption

1. Sai Wan Ho Branch: Shop G10 G/F, Tai On Building, 57-87 Shau Kei Wan Road, Hong Kong

- Service Suspension

1. A staff member at **Sheung Wan Branch** (located at Shop F, G/F, Kai Tak Commercial Building, 317-319 Des Voeux Road Central, Sheung Wan, Hong Kong) tested positive for COVID-19 on 3 April 2022 (Sunday), and was last providing customer service in the branch on 1 April 2022 (Friday). The branch is closed from today (4 April) with its safe deposit box services remaining available by appointment.

The Bank has arranged thorough cleaning and disinfection at the Sheung Wan Branch, as well as the employees who have been in close contact with the related individual to take COVID-19 tests. They are required to obtain negative test results before returning to work. The Bank will continue to closely monitor the situation, and maintain close liaison with the Centre for Health Protection, to fully support the government's epidemic prevention work. It will also provide appropriate assistance to its staff.

II. The following 5 branches and Personal Banking Centres will remain suspended:

Hong Kong Island

1. West Point Personal Banking Centre: Shop 2, G/F, 345 - 345A Des Voeux Road West, Hong Kong

New Territories

2. Tseung Kwan O Personal Banking Centre: Shop 1025B, Level 1, Metro City Phase II, 8 Yan King Road, Tseung Kwan O, New Territories
3. Shatin Personal Banking Centre: Shop No.185, Level 3, Shatin Lucky Plaza, Shatin, New Territories

4. Kau Yuk Road Personal Banking Centre: Shop 3 & 4, G/F, Ying Cheong Building, 21 Kau Yuk Road, Yuen Long, New Territories
5. Kwai Fong Branch: C63A-C66, 2/F, Kwai Chung Plaza, Kwai Fong, New Territories

III. Banking hours at all branches and Personal Banking Centres

The banking hours at all ICBC (Asia) branches and Personal Banking Centres continue to be adjusted to 9 am to 4 pm from Mondays to Fridays, while all branches and Personal Banking Centres remain closed on Saturdays until further notice.

Customers are recommended to use our mobile banking, internet banking or phone banking for services, or make an appointment in advance before visiting to our branches when necessary.

For enquiry and the latest information, please contact our customer service hotline (852) 218 95588 or visit ICBC (Asia)'s website at www.icbcasia.com.

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Industrial and Commercial Bank of China (Asia) Limited

Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)”) is the flagship of overseas business of Industrial and Commercial Bank of China Limited (“ICBC”) – currently the largest commercial bank in China, and it is one of the domestic systemically important banks (D-SIBs) in Hong Kong. Currently, ICBC (Asia) has 51 retail outlets (including 27 “Elite Club” Wealth Management Centres) in Hong Kong. It is engaged in commercial banking, investment banking and other financial services, including those of securities, insurance and funds, with a focus on commercial and retail banking as well as global market business. Chinese Mercantile Bank and ICBC Asset Management (Global) Company Limited, two wholly-owned subsidiaries of ICBC (Asia), specialize in Renminbi services in mainland China and ICBC’s global asset management business respectively.