

Dah Sing Bank Temporarily Closes Heng Fa Chuen Branch on Confirmed Covid-19 Case

Branch to Resume Operation on 25 August 2020

(Hong Kong, 12 August 2020) -- Dah Sing Bank, Limited (the “Bank”) today confirms an isolated incident of confirmed Covid-19 infection with one branch staff member at our Heng Fa Chuen branch. The Bank received confirmation today of the concerned staff’s positive test result. Other employees at the affected branch have been notified immediately and are subject to self-quarantine at home for 14 days. The Bank is investigating and will inform customers who may have been in recent close contact with the concerned staff. The Bank continues to closely monitor the health situation of all staff members, and will provide support where necessary to help them through these challenging times.

The affected branch has been closed immediately for thorough cleaning and disinfection, and is scheduled to reopen on 25 August 2020. Meanwhile, the Bank confirms that operations at our other branches and business locations are not affected.

Customer and staff safety and well-being are always our top priority. The Bank is doing its utmost to ensure that our branches and offices are safe to both customers and staff members. Precautionary measures put in place include:

- Shortened business hours for all branches (Mondays to Fridays 10am-4pm; Saturdays 10am-1pm);
- Split office operations and flexible work arrangements for non-branch staff, including work from home arrangements where appropriate;
- Staff who are unwell to stay at home to rest or seek immediate medical advice;
- Staff to wear face masks during meetings with customers and external parties or when handling customer transactions;
- Frequency of regular cleaning and sanitation arrangements of all working premises increased, further sanitation or containment measures to be implemented if necessary; and
- Overseas travel restrictions until further notice.

The Bank has in place its business contingency plan, and is committed to ensuring continuity of our operations and services to customers. We will closely monitor the developments of the epidemic, and will consider making appropriate changes as necessary.

Meanwhile, customers are encouraged to use alternative channels during this period such as Dah Sing Bank’s Phone Banking, e-Banking and Mobile Banking for banking services, or contact our Customer Hotline on 2828 8168 for assistance. Customers may also consider visiting the next closest branch at the following address:

Taikoo Shing Branch

Shop No. G501, On Shing Terrace, No. 28 Taikoo Shing Road & No. 1-9 Tai Yue Avenue, Taikoo Shing

About Dah Sing Bank

Dah Sing Bank, Limited is a wholly-owned subsidiary of Dah Sing Banking Group (HKG:2356) which is listed on the Hong Kong Stock Exchange. Founded in Hong Kong over 70 years ago, Dah Sing Bank has been providing quality banking products and services to our customers with a vision to be “The Local Bank with a Personal Touch”. Over the years, the Bank has been rigorous in delivering on our brand promise to grow with our customers in Hong Kong, the Greater Bay Area and beyond – ***“Together We Progress and Prosper”***. Building on our experience and solid foundation in the industry, the Bank’s scope of professional services now spans retail banking, private banking, business and commercial banking. Meanwhile, the Bank is also making significant investments in our digital banking capabilities to stay abreast with smart banking developments in Hong Kong and to support financial inclusion at large.

In addition to its Hong Kong banking operations, Dah Sing Bank also has wholly-owned subsidiaries including Dah Sing Bank (China) Limited, Banco Comercial de Macau, and OK Finance Limited. It is also a strategic shareholder of Bank of Chongqing with a shareholding of about 15%. Dah Sing Bank and its subsidiaries now have around 70 branches operating in Hong Kong, Macau and Mainland China.

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