

16 July 2020

Notice on BOCHK Branch Services

Bank of China (Hong Kong) Limited (“BOCHK”) would like to notify its customers and the general public that in view of the current novel coronavirus outbreak, we will review current measures from time to time, and adjust branch services as appropriate. Except for the branches listed below, more than 190 BOCHK branches across the city will maintain normal services. Details of these outlets are available at our website (www.bochk.com/en/branch.html).

We will continue to fully support the community efforts against the outbreak and adopt necessary sanitisation practices in all branches. We will conduct body temperature checks for customers entering branches and remind them to wear a mask. Special crowd control and queuing measures will continue to be implemented to maintain an appropriate distance between customers who are waiting to be served. We will closely monitor the situation in Hong Kong and make appropriate arrangements.

Customers are also encouraged to access bank services via electronic means such as Mobile Banking, Internet Banking and Phone Banking. For enquiries, please call BOCHK’s Customer Service Hotline at (852) 3988 2388.

From 16 July 2020 (Thursday) onwards, the services of the following branch will be suspended until further notice:

Branch Name	Branch Address
Kowloon	
Lam Tin Branch	Shop 12, 49 Kai Tin Road, Lam Tin

The services of the following branch will remain suspended until further notice:

Branch Name	Branch Address
New Territories	
Hong Kong International Airport Branch	Unit 5T054-056, Level 5, Arrivals Greeting Hall, Terminal 1, Hong Kong International Airport