

19 January 2021

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 latest epidemic situation, we will adopt preventive measures proactively and adjust branch services as appropriate to safeguard the health of our customers and employees. Customers may also access banking services via our 24-hour Self-service Banking Centres, ATMs, or electronic means such as Mobile Banking, Internet Banking and Phone Banking. Details of BOCHK 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 a series of preventive measures at branches, including regular disinfecting and cleaning, requesting that employees wear a face mask while on duty and have their body temperature taken. Customers entering BOCHK branches are required to have their temperature taken and to wear a face mask. Meanwhile, special crowd control and queuing measures have been implemented in all BOCHK branches in order to ensure an appropriate distance between customers and to limit customers' time in the branches. We will closely monitor the situation in Hong Kong and make appropriate arrangements.

From 20 January 2021 (Wednesday) onwards, the following branch will suspend services until further notice:

Branch Name	Branch Address
Kowloon	
Jordan Road Branch [#]	1/F, Sino Cheer Plaza, 23-29 Jordan Road

The following branch will remain closed until further notice:

Branch Name	Branch Address
New Territories	
Hong Kong International Airport Branch [#]	Unit 5T054-5T056, Level 5, Arrivals Greeting Hall, Terminal 1, Hong Kong International Airport

Meanwhile, the business hours of the remaining branches across the city have been adjusted to 9 am to 4 pm from Monday to Friday and 9 am to 12 noon on Saturday. The business hours of the following branches have also been adjusted as follows:

Branch Name	Branch Address	Business Hours
Kowloon		
On Tai Estate Banking Services Centre [#]	Shop No.106, UG/F, On Tai Shopping Centre, On Tai Estate, Kwun Tong	Tuesday & Thursday: 1 pm – 4 pm Monday, Wednesday, Friday & Saturday: Closed as usual



Branch Name	Branch Address	Business Hours
New Territories		
Sheung Shui Banking Services Centre [#]	136 San Fung Avenue, Sheung Shui	Monday to Friday: 9 am – 4 pm Saturday: Closed as usual
Science Park Banking Services Centre [#]	Unit S041B, G/F, Lakeside 2, No. 10 Science Park West Avenue, Hong Kong Science Park, Shatin	Monday to Friday: 11 am – 6 pm Saturday: Closed as usual
HKUST Branch [#]	The HKUST, Clear Water Bay Rd	Monday to Friday: 9 am – 4 pm Saturday: Closed as usual
Discovery Bay Banking Services Centre [#]	Shop G28, G/F, Block C, DB Plaza, Discovery Bay City, Lantau Island	Monday to Friday: 10 am – 5 pm Saturday: 10 am – 12 noon

[#]The service at the Self-service Banking Centre at these branches remains normal.

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

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