



23 September 2022

Notice on Service Adjustment for Chiyu Bank Branches in Hong Kong

Chiyu Bank would like to notify its customers and the general public that in the morning of 23 September (Friday), an employee at Tai Po Tai Wo Estate Branch (address: Shop 112 -114, G/F, On Wo House, Tai Wo Estate, Tai Po, N.T.) informed the Bank that he had preliminarily tested positive for COVID-19 Rapid Antigen Test. The employee is mainly responsible for customer services and last reported for duty on 22 September (Thursday). According to the Bank's epidemic prevention measures, the staff mentioned above had tested negative for COVID-19 Rapid Antigen Test on working days and had worn face mask while on duty. To fully support the epidemic prevention work, the Bank will continue to monitor the situation.

To safeguard the health of its customers and staff, the Bank's Tai Po Tai Wo Estate Branch suspends its services from 23 September and will resume its services from 26 September (Monday). In addition, the Bank has already taken corresponding measures and the Branch was cleaned and disinfected thoroughly.

The Bank always put the health and safety of its customers and staff as a top priority. We have implemented a wide range of preventive measures and adopted a pandemic response mechanism. Customers entering the branches will have their temperature checked and are advised to wear face masks. In addition, to reduce the risk of infection, customers are recommended to conduct banking transactions through Internet Banking, Mobile Banking, Phone Banking and ATMs whenever possible.

For enquiries, customers may call Chiyu Bank Customer Service Hotline at (852) 2232 3625.

Chiyu Banking Corporation Ltd.

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