



28 October 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 28 October (Friday), an employee at Castle Peak Road Branch (address: G/F, No. 226 - 228 Castle Peak Road, Sham Shui Po, Kln.) informed the Bank that she had preliminarily tested positive for COVID-19 Rapid Antigen Test. The employee is mainly responsible for customer services and last reported for duty on 27 October (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 Castle Peak Road Branch suspends its services from 28 October and will resume its services from 29 October (Saturday). In addition, the Bank has already taken corresponding measures and the Branch will be thoroughly cleaned and disinfected.

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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