



29 November 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 29 November (Tuesday), one of the outsourced personnel 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 she had preliminarily tested positive for COVID-19 Rapid Antigen Test. The staff mentioned above is mainly responsible for clean services and last reported for duty on 28 November (Monday). 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 temporarily suspends its services from 9 a.m. to 12 noon on 29 November for thoroughly cleaned and disinfected and will resume its services from 12 noon on the same day. 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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