

Temporary Service Suspension of Yuen Long Branch and Sheung Shui Branch

Please be informed that a staff member who works at the Bank's Yuen Long Branch ('YLB') has been preliminarily tested positive for COVID-19. Besides, 2 staff members of Sheung Shui Branch ('SSB') were in close contact with the concerned staff member of Yuen Long Branch. In order to safeguard the health and safety of customers and staff members, the services (including ATMs) of Yuen Long Branch and Sheung Shui Branch will be temporarily suspended from 14 February 2022 (Monday) until further notice.

The concerned staff member of YLB is a frontline staff who provides customer service at YLB. The concerned staff member last reported for duty at YLB on 11 February 2022 (Friday). The 2 concerned staff members of SSB are frontline staff who provide counter services at SSB. They last reported for duty at SSB on 10 February (Thursday) and 12 February (Saturday) respectively. All of them are confirmed to have been wearing mask during work hours.

All staff members working at YLB and SSB have been informed to be tested for COVID-19 as soon as possible. Deep cleaning and disinfection will be conducted shortly. The Bank will pay particular attention to the health of concerned staff members so that appropriate assistance can be rendered in a timely manner.

With the health of customers and staff members in mind, Chong Hing Bank has implemented precautionary measures such as entry temperature screening, provision of hand sanitisers and compulsory mask wearing within the Bank's premises. The Bank will closely monitor the situation of the pandemic and introduce further measures as required.

During the service suspension period of YLB and SSB, customers may contact the following branches for banking services:

Branch Name	Tin Chak Estate Branch	Tai Wo Plaza Branch (including appointment for Safe Deposit Box services of SSB)
Branch Address	Shop No. 218, 2/F, Tin Chak Shopping Centre, Tin Chak Estate, Tin Shui Wai, NT	Shop No. 101 I, Level 1, Tai Wo Plaza, No. 12 Tai Wo Road, Tai Po, NT
Branch Telephone	(852) 3768 6570	(852) 3768 6900
Service Hours	9:00 am to 4:00 pm Monday to Friday, and 9:00 am to 12:00 noon on Saturday	



Customers are also advised to use Chong Hing “Mobile Banking”, “Internet Banking” or “Phone Banking” to carry out banking transactions. For details, please visit www.chbank.com or contact the Bank’s Customer Services Hotline at (852) 3768 6888.

Chong Hing Bank Limited

13 February 2022