

25 November 2020

Notice on Adjustment of Business Hours for BOCHK Branches

Bank of China (Hong Kong) Limited (“BOCHK”) would like to notify its customers and the general public that in response to community efforts against the epidemic, from 26 November 2020 (Thursday) onwards, the business hours of BOCHK branches across the city¹ will be adjusted until further notice. Except for the branches with special arrangements listed below, the business hours of the remaining branches will be adjusted to 9 am to 4 pm from Monday to Friday and 9 am to 12 noon on Saturday. The cut-off time of Cheque Deposit Machines will be adjusted to 4 pm from Monday to Friday. Cheques deposited after the cut-off time will be processed on the next clearing day. 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).

BOCHK has adopted a series of preventive measures at its branches, including regular disinfecting and cleaning, requesting that employees wear a face mask while on duty, and measuring their body temperature. Customers entering BOCHK branches are required to have their temperature checked 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 shorten customers' time in the branches. We will closely monitor the situation and make appropriate arrangements.

The business hours of the following branches will be adjusted as follows:

Branch Name	Branch Address	Business Hours
Kowloon		
On Tai Estate Banking Services Centre ²	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
New Territories		
Sheung Shui Banking Services Centre ²	136 San Fung Avenue, Sheung Shui	Monday to Friday: 9 am – 4 pm Saturday: Closed as usual
Science Park Banking Services Centre ²	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 ²	The HKUST, Clear Water Bay Rd	Monday to Friday: 9 am – 4 pm Saturday: Closed as usual
Discovery Bay Banking Services Centre ²	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

- ¹ The services of Hong Kong International Airport Branch will remain suspended until further notice.
- ² The service at the Self-service Banking Centre at these branches remains normal.

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

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