

At China CITIC Bank International, we endeavour to make our banking services accessible to all customers regardless of their different needs as well as financial preferences and aspirations.

Barrier-free website and security device:

- Conformed to the Web Consortium Web Content Accessibility Guidelines 2.0 Level A requirements
- Text sizes can be adjusted with web browsers' text resizing functions
- Font types and high-contrast colours are easier to read
- Headings are shown as plain texts and can be read by a screen reader or selected with a mouse
- Text descriptions of images are available for screen readers
- Using CNCBI Token as an audible security device (with Apple's VoiceOver or Android's TalkBack functions enabled)

Barrier-free branch facilities:

Barrier-free branch facilities are available for customers with special needs across our branch network. The majority of our branches are:

- Guide dogs friendly
- Equipped with an assistive listening system
- Accessible by wheelchair (on the same floor, with permanent or temporary ramps)
- Equipped with voice-navigation and tactile-label ATMs

Branch addresses:

- [Hong Kong](#)
- [Kowloon](#)
- [New Territories](#)

Hong Kong						
Branch	Address	Guide dogs friendly	Wheelchair access or ramp	Assistive listening system	Voice-navigation ATMs	Wheelchair accessible ATMs
Queen's Road West	G/F, Sun On Building, 488 Queen's Road West, Hong Kong	Yes	Yes	Yes	Yes	Business hours only
Des Voeux Road Central	The Chinese Bank Building, 61 to 65 Des Voeux Road Central, Hong Kong	Yes	Yes	Yes	Yes	Yes
CITIC Tower	Shop 202 and 207, 2/F, CITIC Tower, 1 Tim Mei Avenue, Central, Hong Kong	Yes	Yes	Yes	Yes	Yes
Lippo Centre	Lippo Centre, 89 Queensway, Hong Kong	Yes	Yes	Yes	Yes	Yes
Causeway Bay	1/F and 2/F, Macau Yat Yuen Centre, 525 Hennessy Road, Hong Kong	Yes	Yes	Yes	Yes	Business hours only
North Point	Shop B3, G/F, Hang Ying House, 318 to 328 King's Road, Hong Kong	Yes	Yes	Yes	Yes	No
Quarry Bay	Shop 1A, G/F and 2/F, 1001 King's Road, Quarry Bay, Hong Kong	Yes	Yes	Yes	Yes	Yes
Taikoo Shing	Shop 063, Cityplaza, 18 Taikoo Shing Road, Taikoo Shing, Hong Kong	Yes	Yes	Yes	Yes	Business hours only

[Back to Branch Addresses list](#)

Kowloon						
Branch	Address	Guide dogs friendly	Wheelchair access or ramp	Assistive listening system	Voice-navigation ATMs	Wheelchair accessible ATMs
Hoi Yuen Road	Shop 3, G/F, Hewlett Centre, 54 Hoi Yuen Road, Kowloon	Yes	Yes	Yes	Yes	Yes
Kowloon Bay	Shop 7, G/F, Chevalier Commercial Centre, 8 Wang Hoi Road, Kowloon Bay, Kowloon	Yes	Yes	Yes	Yes	No
Kowloon Bay (ATM only)	G/F, DCH Building, 20 Kai Cheung Road, Kowloon Bay, Kowloon	Not applicable	Yes	Not applicable	Yes	Yes
Kowloon City	G/F and M/F, 29 to 31 Fuk Lo Tsun Road, Kowloon City, Kowloon	Yes	Yes	Yes	Yes	Business hours only
Mong Kok	G/F to 2/F, 32 and 34 Argyle Street, Mong Kok, Kowloon	Yes	Yes	Yes	Yes	Business hours only
Hung Hom	Shop B1, G/F, Whampoa Estate, 9 Man Tai Street, Hung Hom, Kowloon	Yes	Yes	Yes	Yes	Business hours only
Tsim Sha Tsui	Shop 3 to 5, G/F, Mass Resources Development Building, 12 Humphreys Avenue, Tsim Sha Tsui, Kowloon	Yes	Yes	Yes	Yes	No
Mei Foo	Shop N28, G/F, 20B Nassau Street, Mei Foo Sun Chuen Phase 5, Kowloon	Yes	Yes	Yes	Yes	Business hours only

[Back to Branch Addresses list](#)

New Territories						
Branch	Address	Guide dogs friendly	Wheelchair access or ramp	Assistive listening system	Voice-navigation ATMs	Wheelchair accessible ATMs
Metroplaza	Shop 473C and 473F, Level 4, Metroplaza, 223 Hing Fong Road, Kwai Fong, New Territories	Yes	Yes	Yes	Yes	Yes
Tsuen Wan	Shop C on G/F and 1/F, Shui Sang Building, 13 to 19 Chung On Street, Tsuen Wan, New Territories	Yes	Yes	Yes	Yes	Business hours only
Yuen Long	G/F, Chek Wing Court, 171A to 171B, Castle Peak Road Yuen Long, Yuen Long, New Territories	Yes	Yes	Yes	Yes	Business hours only
Tuen Mun	Shop 4 to 5, G/F, Ming Wai Building, 18 to 20 Tuen Mun Heung Sze Wui Road, Tuen Mun, New Territories	Yes	Yes	Yes	Yes	No
Tseung Kwan O	Shops 217G and 233 East Point City, 8 Chung Wa Road, Tseung Kwan O, New Territories	Yes	Yes	Yes	Yes	Yes
Tai Wai	G/F, Shop B, Yuet On Building, 49 to 53 Tai Wai Road, Shatin, New Territories	Yes	Yes	Yes	No ATM service	

Shatin Centre	Shop 52C, Level 3, Shatin Centre, 2 to 16 Wang Pok Street, Shatin, New Territories	Yes	Yes	Yes	Yes	Yes
Tai Po	Shop G and H, G/F, Tai Po Commercial Centre, 152 to 172 Kwong Fuk Road, Tai Po, New Territories	Yes	Yes	Yes	Yes	Business hours only
Sheung Shui	138 San Fung Avenue, Sheung Shui, New Territories	Yes	Yes	Yes	Yes	Yes
Back to Branch Addresses list						

Customer service hotline:

For general enquiries, please call (852) 2287 6767.

(Monday to Friday: 9am to 6pm; Saturday: 9am to 1pm; Except for Sunday and public holidays)

* Third parties may report on behalf of persons with hearing impairment lost or trapped credit cards or ATM cards.

Live chat:

Live Chat connects you with our automated chatbot (powered by artificial intelligence technology) or customer service representative for general enquiries. Your Live Chat conversations will be recorded for the purposes of training, quality monitoring, disputes handling, etc. By clicking the below "Start Live Chat", you confirm that you have read, understood and agreed to be bound by the Bank's [Terms and Conditions for Live Chat](#).

[Start Live Chat](#)