

## **ICBC (Asia) Launches its Tsui Lam Branch to Promote Financial Inclusion and Serve the Local Community**

13 September 2019, Hong Kong – Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)” or the “Bank”) officially launched its new Tsui Lam Branch (the “Branch”) in Tseung Kwan O, to provide a full range of banking services for local residents in Tsui Lam area. Tsui Lam Branch is the fifth branch situated in Hong Kong public housing estates by ICBC (Asia) to serve the banking needs from all walks of life.

Located at Tsui Lam Square, Tseung Kwan O, Tsui Lam Branch is equipped with cash counters, customer service zone and investment zone. 24-hour self-service banking is also available through various machines including a multifunction ATM which allows deposits and withdrawals, a passbook update machine, a cheque deposit machine and an internet banking machine. The Branch offers full range of banking services from general enquiries, account opening, cash withdrawals and deposits, fund transfers, currency exchange, wealth management to self-service banking.

To cater for customers with special needs, various barrier-free facilities are equipped at the Branch: a wide main entrance that can facilitate access for wheelchair users, specially configured service counters with height and leg space that can fit for wheelchair users as well, besides, assistive listening system and microphone with adjustable volume are available at respective service counters and cash counters which can provide convenient banking services for the people in need. Guide dogs are also welcome.

Mr. Norman Chan, Chief Executive of the Hong Kong Monetary Authority, accompanied by Ms. Gao Ming, Chairman and Executive Director of ICBC (Asia), visited the Tsui Lam Branch yesterday to learn more about the Bank’s services for the community. Mr. Chan said, “I am glad to visit today a branch of ICBC (Asia) in Tseung Kwan O which was recently opened. I commend ICBC (Asia) for responding actively to the HKMA’s call for enhancing banking services in public housing estates and addressing the needs for basic banking services of the neighborhood.”

Ms Gao Ming said, “Rooted in Hong Kong for many years, ICBC (Asia) is dedicated to expanding its banking network in different areas, promoting financial inclusion and fulfilling its corporate social responsibility. Tsui Lam Branch is our fifth branch operating in the public housing estates,

and also the only banking institution that offers full banking services in the Tsui Lam district. We believe Tsui Lam Branch can better satisfy the daily banking needs of the local residents, and we will continue to enhance our network coverage and offer greater range of banking services to the public and customers.”

To tie in with The HKMA’s effort to promote financial inclusion in Hong Kong, the Bank has waived the minimum balance requirements and service fees for general personal banking accounts with effect from early August. In the future, ICBC (Asia) will continue to devote its effort to serve and contribute to the community, fulfilling its corporate social responsibility; Moreover, it will continuously optimize its retail network and improve its services so as to offer quality and comprehensive banking services to the community and customers.

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#### **Photo Caption**



Photo 1: Mr. Norman Chan, Chief Executive of the Hong Kong Monetary Authority (Second Right) and Mr. Alan Au, Executive Director of the Hong Kong Monetary Authority (First Left), being accompanied by Ms. Gao Ming, Chairman and Executive Director of ICBC (Asia) (Second Left) and Mr. Wu Long, Vice-Chairman, Executive Director & Chief Executive Officer of ICBC (Asia) (First Right), visited Tsui Lam Branch to learn more about the Bank’s services for the community.



Photo 2: Mr. Norman Chan, Chief Executive of the Hong Kong Monetary Authority (left) and Ms. Gao Ming, Chairman and Executive Director of ICBC (Asia) (right) took a photo at ICBC (Asia)'s Tsui Lam Branch.



Photo 3: Various barrier-free facilities are equipped at the Branch, including a wide main entrance that can facilitate access for wheelchair users.



Photo 4: The Branch is equipped with specially configured service counters with height and leg space that can fit for wheelchair users to provide convenient banking services for the people in need.

### **Industrial and Commercial Bank of China (Asia) Limited**

Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)”) is the flagship of overseas business of Industrial and Commercial Bank of China Limited (“ICBC”) – currently the largest commercial bank in China, and it is one of the domestic systemically important banks (D-SIBs) in Hong Kong. Currently, ICBC (Asia) has 57 retail outlets (including 29 “Elite Club” Wealth Management Centres) in Hong Kong. It is engaged in commercial banking, investment banking and other financial services, including those of securities, insurance and funds, with a focus on commercial and retail banking as well as global market business. Chinese Mercantile Bank and ICBC Asset Management (Global) Company Limited, two wholly-owned subsidiaries of ICBC (Asia), specialize in Renminbi services in mainland China and ICBC’s global asset management business respectively.