

## ICBC (Asia) Branch Service Updates

28 March 2022, Hong Kong – In view of the latest development of COVID-19 epidemic and customers’ need for banking service, Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)” or the “Bank”) announced that its branch services will be adjusted as follows until further notice.

### **I. The services of the following additional branches are adjusted from today (28 March):**

#### ***- Service Resumption***

1. Mok Cheong Street Branch: 12-14 Mok Cheong Street, Tokwawan, Hong Kong
2. Mongkok Branch: G/F, Belgian Bank Building, 721-725 Nathan Road, Mongkok, Kowloon
3. Kwun Tong Branch: Shop 5&6, 1/F, Crocodile Center, 79 Hoi Yuen Road, Kwun Tong, Kowloon

#### ***- Service Suspension***

1. Sheung Wan Branch (safe deposit box services remain available by appointment): Shop F, G/F, Kai Tak Commercial Building, 317-319 Des Voeux Road Central, Sheung Wan, Hong Kong

### **II. Branches related to COVID-19 confirmed or preliminary positive case:**

1. A staff member at Central Branch (located at Shop A1, 1/F, 9 Queen’s Road Central, Hong Kong) tested positive for COVID-19 on 26 March 2022 (Saturday), and was last working in the branch on 24 March 2022 (Thursday). Since split-team operations have been implemented, the branch continuous operation after thorough cleaning and disinfection.
2. A staff member at West Point Branch (located at 242-244 Queen’s Road West, Sai Ying Pun, Hong Kong) tested positive for COVID-19 on 27 March 2022 (Sunday), and was was last providing customer service in the branch on 18 March (Friday). Since split-team operations have been implemented, the branch continuous operation after thorough cleaning and disinfection.

The Bank has arranged thorough cleaning and disinfection at the above two branches, as well as the employees who have been on the same shift or in close contact with the related staff members to take COVID-19 tests. They are required to obtain negative test results before returning to work. The Bank will continue to closely monitor the situation, and maintain close

liaison with the Centre for Health Protection, to fully support the government's epidemic prevention work. It will also provide appropriate assistance to its staff.

### **III. The following 10 branches and Personal Banking Centres will remain suspended:**

#### ***Hong Kong Island***

1. Admiralty Personal Banking Centre: Shop 1019-1020, 1/F, United Centre, 95 Queensway, Admiralty, Hong Kong
2. Admiralty Branch: Shop 1013-1014, 1/F, United Centre, 95 Queensway, Admiralty, Hong Kong
3. Caine Road Branch: G/F., Caine Building, 22 Caine Road, Hong Kong
4. West Point Personal Banking Centre: Shop 2, G/F, 345 - 345A Des Voeux Road West, Hong Kong
5. Fortress Hill Branch: Shop A-C, G/F, Kwong Chiu Terrace, 272-276 King's Road, Hong Kong

#### ***Kowloon***

6. Ho Man Tin Branch: G/F, Tsan Yung Mansion, No. 70 Waterloo Road, Ho Man Tin, Kowloon

#### ***New Territories***

7. Tseung Kwan O Personal Banking Centre: Shop 1025B, Level 1, Metro City Phase II, 8 Yan King Road, Tseung Kwan O, New Territories
8. Shatin Personal Banking Centre: Shop No.185, Level 3, Shatin Lucky Plaza, Shatin, New Territories
9. Kau Yuk Road Personal Banking Centre: Shop 3 & 4, G/F, Ying Cheong Building, 21 Kau Yuk Road, Yuen Long, New Territories
10. Kwai Fong Branch: C63A-C66, 2/F, Kwai Chung Plaza, Kwai Fong, New Territories

### **IV. Banking hours at all branches and Personal Banking Centres**

The banking hours at all ICBC (Asia) branches and Personal Banking Centres continue to be adjusted to 9 am to 4 pm from Mondays to Fridays, while all branches and Personal Banking Centres remain closed on Saturdays until further notice.

Customers are recommended to use our mobile banking, internet banking or phone banking for services, or make an appointment in advance before visiting to our branches when necessary.

For enquiry and the latest information, please contact our customer service hotline (852) 218 95588 or visit ICBC (Asia)'s website at [www.icbcasia.com](http://www.icbcasia.com).

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### **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 51 retail outlets (including 27 “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.