

Date: February 2023

Dear Customer,

Re: Closure of Shatin Personal Banking Centre

We would like to express our gratitude for your continuous support to our Shatin Personal Banking Centre since its opening. In order to cope with our business development, our Shatin Personal Banking Centre, which is located at Shop No.185, Level 3, Shatin Lucky Plaza, Shatin, New Territories, will be closed starting from 2 May 2023 (Tuesday). Please visit our Shatin Branch nearby or other branches for patronage.

Shatin Branch:

Shop 22J, Level 3, Shatin Centre, New Territories

Office Hours:

Monday to Thursday: 9:00 - 17:00

Friday: 9:00 - 17:30

Saturday: 9:00 - 13:00

For any enquiries, please visit our branches or call our customer hotline at (852) 218 95588. We apologize for any inconvenience caused.

Industrial and Commercial Bank of China (Asia) Limited

(In case of inconsistency between the English and Chinese versions of the letter, the English version shall prevail)

(This is a computer-generated letter and no signature is required)