

Coronavirus (COVID-19) – Cash counters closed in ICBC (London) plc

Dear valued customer,

We're writing to let you know that, in line with public health advice and with immediate effect, we have taken the decision to close our cash counters at ICBC (London) plc, located at 81 King William Street, London EC4N 7BG. Initially, this closure will be in place until the end of March; however, we very much expect the closure to continue through April at least.

Our online services (Personal Banking, Mobile Banking, Corporate Banking) are always available on our website. Also, we will continue to support our customers by phone and email in normal business hours.

Going forward, we will update our customers and aim to communicate important information as soon as is appropriate.

Please rest assured that we are working hard to develop our strategy so that we are able to continue our banking services during this difficult time.

As a reminder, your eligible deposits with ICBC (London) plc are protected up to a total of £85,000 by the FSCS, the UK's deposit guarantee scheme.

Meanwhile we would like to thank you for your continuing support of ICBC and to wish you, your families and loved ones good health in the coming months.

If you have any questions, or need any assistance or advice at this time, please feel free to contact us via the usual channels:

Call Us: +44 20 7397 8888

Email: retail@icbclondon.com

Fax: +44 20 7397 8890

Working Hours: 9.30am – 4.00pm, Monday-Friday

Coronavirus (COVID-19) – Fraud awareness for customers of ICBC (London) plc

The situation regarding the coronavirus (COVID-19) pandemic is rapidly evolving. For ICBC London, the safety and welfare of our customers, staff and other stakeholders is of paramount importance, with actions already taken including “social distancing” measures such as the implementation of flexible working arrangements, rescheduling of business meetings etc.

In addition, we are taking all necessary steps to ensure business continuity for our customers (Personal and Corporate), supported by the considerable resources and expertise of our parent, Industrial and Commercial Bank of China Limited, a global systemically important bank (G-SIB), as well as the efforts of our dedicated staff in London.

FRAUD AWARENESS

Customers are also respectfully reminded that the COVID-19 pandemic has created opportunities for criminals to exploit or defraud the public by posing as legitimate bank, police or health officials over the phone or through emails. Using COVID-19 as a cover story, criminals are claiming to provide medical guidance, epidemic prevention supplies, investment opportunities or safe places to keep money. They can also pretend to be charitable foundations, taking advantage of public sympathy or customer service personnel, offering sales and ticket refunds. ICBC takes the increased fraud risk extremely seriously and we urge our customers to stay vigilant for any unusual activity: do not click on unknown links, use only official and verified channels to make payments / donations, handle transactions with caution and report anything suspicious to us and Action Fraud on 0300 123 2040 as soon as possible. **Remember, ICBC will never ask you for your full PIN or password, or to transfer money from your accounts.**

The police have reported cases of fraudsters luring people into disclosing personal information by posing as legitimate bank, police and health officials over the phone or through e-mails. The criminals are claiming to provide medical guidance, investment opportunities or a safe place to transfer or keep money, using COVID-19 as a cover story. Unsuspecting victims are then handing over financial details to the thieves or clicking on links which may contain dangerous malware.

Please be aware of the following current methods used by criminals to defraud the public:

1. Selling face masks from unknown / fraudulent companies, where customers pay money for goods that never arrive.
2. Emails and texts claiming to be from research organisations linked to the Centre for Disease Control and Prevention and the World Health Organisation, offering to provide a list of infected people in the victim's area, if they follow a link or open an attachment, which turns out to be malicious.
3. Emails from HM Revenue and Customs with promises of a tax refund, which encourage victims to share their bank card number and personal details.

The police have urged the public to ask a friend or family member for advice before completing a purchase from an unknown company, and to install the latest software to protect phones and computers from malware threats.

As well as contacting ICBC London about suspected or actual fraudulent activity on your account, you may also contact **Action Fraud on 0300 123 2040**.

Further updates on ICBC London's response to the COVID-19 crisis, and any other material developments relevant to our customers and stakeholders, will be provided as the situation develops. Meanwhile customers are respectfully requested to monitor public announcements by HM Government and other official sources, and to follow UK Government guidance by minimising your use of public transport etc.

Meanwhile we would like to thank you for your continuing support of ICBC and to wish you, your families and loved ones good health in the coming months.

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