



Dear Valued Customer,

As concerns continue to mount over the Coronavirus COVID-19, we are carefully monitoring the information provided by the Centers for Disease Control (CDC) very closely and have taken a number of precautionary measures to safeguard you while visiting one of our branch or office locations.

Some of those measures have included installing additional hand sanitizing dispensers, enhancing our daily cleaning procedures, educating and continuing to educate our staff with all of the latest updates and recommendations from the CDC and equipping our branches with protective masks should the need arise.

Online & Mobile Banking Services

Although many of our customers prefer to visit our branches in person, we would like to remind you to take advantage of our online banking and mobile banking app where you can make deposits right on your mobile phone. Please be reminded if you need to deposit a check, make a bill payment or make a payment to your credit card or mortgage loan, all of these activities can be done conveniently online or through our mobile app. Our website is www.icbc-us.com. Our mobile banking app can be found by searching "ICBC Mobile Banking" or on your app store. If you require assistance with setting up this service, please call your branch, and our staff will be happy to assist you and walk you through the process.

For other banking services such as an address change or requesting a debit card replacement, we kindly ask you to call your branch first to see if we can assist you over the phone. This is more convenient and can save you a trip. Many services can be conducted remotely either by yourself via online account and mobile app or through speaking to one of our helpful staff.

Special Offer for Current Certificate of Deposit Customers

Please note for those customers whose CDs expire in March or April, your CD will be converted to a regular CD beyond the 10-day grace period. Considering customers may not be able to come to the branch in person, we have decided that we will waive applicable early withdraw penalty fees for non-promotional CD before May 1st. Please know you have the option to withdraw when the situation begins to stabilize.

The health and safety of our customers and staff is our number one priority. We will continue to monitor the situation carefully and implement additional measures as needs arise. We encourage you to follow the recommendations from the CDC and your local health department. For additional information, visit the Centers for Disease Control at cdc.gov or your local health department website.

Thank you for your business. If you are facing financial trouble due to the impact of COVID-19, we would like to help. Please call or visit your local branch. We are committed to providing you with the best service.

Sincerely,
ICBC USA
3/12/2020

CONTACT US

Branch	Address	Phone #
New York		
Canal Street Branch	202 Canal Street, New York, NY 10013	(212) 238-8208
Brooklyn Branch	5714 8th Avenue, Brooklyn, NY 11220	(718) 210-0508
Flushing Branch	3902 Main Street, Flushing, NY 11354	(347) 905-9772

Northern California

SF Chinatown Branch	1001 Grant Ave., San Francisco, CA 94133	(415) 352-6900
Clement Branch	622 Clement St., San Francisco, CA 94118	(415) 668-8877
Noriega Branch	1250 Noriega St., San Francisco, CA 94122	(415) 665-8877
Oakland Branch	401 9th St., Oakland, CA 94607	(510) 208-2140
South SF Branch	235 Grand Ave. #01, South San Francisco, CA 94080	(650) 872-9700

Southern California

Alhambra Branch	388 East Valley Blvd., #118, Alhambra, CA 91801	(626) 300-8888
Hacienda Height Branch	17180 Colima Rd., Hacienda Heights, CA 91745	(626) 965-3938
San Gabriel Branch	168 West Valley Boulevard, San Gabriel, CA 91776	(626) 656-0880
Temple City Branch	5773 Rosemead Blvd., Temple City, CA 91780	(626) 656-8888
Torrance Branch	23133 Hawthorne Blvd., #100, Torrance, CA 90505	(310) 802-7388

Washington

Seattle Business Center	701 Pike Street, Suite 2150, Seattle, WA 98101	(206) 876-8000
-------------------------	--	----------------

Texas

Houston Business Center	2800 Post Oak Blvd, Suite 5105, Houston, TX 77056	(281) 763-7228
-------------------------	---	----------------

Website: www.icbc-us.com

Email Address: info@us.icbc.com.cn

Wechat ID: ICBC-USA

