

Media Release

For Immediate Release

18 February 2022

Temporary Service Suspension of Chong Hing Bank Mongkok Branch and To Kwa Wan Branch

Chong Hing Bank announced that the services (including ATMs) of its Mongkok Branch and To Kwa Wan Branch (the “Branches”) will be temporarily suspended from 18 February 2022 (Friday) until further notice, in order to safeguard the health and safety of customers and staff members. A staff member of the Mongkok Branch and the household members of a To Kwa Wan Branch staff member have been preliminarily tested positive for COVID-19.

The concerned staff members are responsible for counter services. They are confirmed to have been wearing mask during work hours. They last reported for duty on 17 February (Thursday) and 18 February (Friday) respectively.

The concerned staff members are currently in isolation at home. All staff members working at the Branches have been informed to be tested for COVID-19. Deep cleaning and disinfection will be conducted shortly. The Bank will pay particular attention to the health of the staff members so that appropriate assistance can be rendered in a timely manner.

With the health of customers and staff members in mind, Chong Hing Bank has implemented precautionary measures such as entry temperature screening, provision of hand sanitisers and compulsory mask wearing within the Bank’s office areas and branches. The Bank will closely monitor the situation of the pandemic and introduce further measures as required.

During the service suspension period of the Branches, customers may contact the following branches for banking services:

Branch Name	Tsim Sha Tsui Branch (including appointment for Safe Deposit Box services of Mongkok Branch and Castle Peak Road Branch)	San Po Kong Branch (including appointment for Safe Deposit Box services of To Kwa Wan Branch and Kowloon City Branch)
Branch Address	16 Granville Road, Tsim Sha Tsui, Kln	55-57 Yin Hing St., San Po Kong, Kln
Branch Telephone	(852) 3768 6240	(852) 3768 6360
Service Hours	9:00 am to 4:00 pm Monday to Friday, and 9:00 am to 12:00 noon on Saturday	

Customers are also advised to use Chong Hing “Mobile Banking”, “Internet Banking” or “Phone Banking” to carry out banking transactions. For details, please visit www.chbank.com or contact the Bank’s Customer Services Hotline at (852) 3768 6888.

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