

Media Release

For Immediate Release

13 February 2022

**Temporary Service Suspension of Chong Hing Bank Yuen Long Branch,
Sheung Shui Branch, Chong Hing Securities Sheung Shui Securities Centre
and Mongkok Securities Centre**

Chong Hing Bank announced that a staff member who works at the Bank's Yuen Long Branch ("YLB") has been preliminarily tested positive for COVID-19, and is currently in isolation at home. The concerned staff member, a frontline staff who provides customer service at YLB, last reported for duty at YLB on 11 February 2022 (Friday). Besides, 2 frontline staff members of Sheung Shui Branch ("SSB"), who provide counter services at SSB, were in close contact with the concerned staff member of YLB. They last reported for duty at SSB on 10 February (Thursday) and 12 February (Saturday) respectively. All of them are confirmed to have been wearing mask during work hours.

In addition, a household member of a staff member who works at the Chong Hing Securities Mongkok Securities Centre (the "Securities Centre") has been tested positive for COVID-19. The concerned staff member is a back office staff whose work does not involve contacting customers. The staff member last reported for duty at the Securities Centre on 11 February (Friday) and is confirmed to have been wearing mask during work hours. The staff member is currently in isolation at home.

In order to safeguard the health and safety of customers and staff members, the services (including ATMs of the branches) of Yuen Long Branch, Sheung Shui Branch, Chong Hing Securities Sheung Shui Securities Centre and the Mongkok Securities Centre will be temporarily suspended from 14 February (Monday) until further notice.

All staff members working at the branches and the Securities Centre have been informed to be tested for COVID-19 as soon as possible. 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 premises. The Bank will closely monitor the situation of the pandemic and introduce further measures as required.

During the service suspension period of Yuen Long Branch and Sheung Shui Branch, customers may contact the following branches for banking services:

Branch Name	Tin Chak Estate Branch	Tai Wo Plaza Branch (including appointment for Safe Deposit Box services of SSB)
Branch Address	Shop No. 218, 2/F, Tin Chak Shopping Centre, Tin Chak Estate, Tin Shui Wai, NT	Shop No. 101 I, Level 1, Tai Wo Plaza, No. 12 Tai Wo Road, Tai Po, NT
Branch Telephone	(852) 3768 6570	(852) 3768 6900
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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