

Media Release

For Immediate Release

21 February 2022

Temporary Service Suspension of Chong Hing Bank Heng On Estate Branch

Chong Hing Bank announced that the services (including ATM) of its Heng On Estate Branch (the “Branch”) will be temporarily suspended from 22 February 2022 (Tuesday) until further notice, in order to safeguard the health and safety of customers and staff members. A staff member of the Branch took a COVID-19 rapid test earlier and the result was preliminary positive.

The concerned staff member is responsible for customer services. The staff last reported for duty on 21 February (Monday) and is confirmed to have been wearing mask during work hours.

The concerned staff member is currently in isolation at home. All staff members working at the Branch 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 Branch, customers may contact the following branch for banking services (including appointment for Safe Deposit Box services of the Branch):

Branch Name	Tai Wo Plaza Branch
Branch Address	Shop No. 101 I, Level 1, Tai Wo Plaza, No. 12 Tai Wo Road, Tai Po, N.T.
Branch Telephone	(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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For media enquiries, please contact:
Ms Edith Chan
Corporate Communications Department
Chong Hing Bank
Tel: (852) 3768 1177
Email: edithchan@chbank.com