

To maintain our quality banking service, the Bank carries out system upgrade and maintenance on a regular basis. During such periods, some banking services may be affected.

Regular schedule (until further notice)

Date / Time	Affected services
Every Saturday from 2pm to Sunday 11:59pm	<ul style="list-style-type: none"> FX Go
0:30am to 9am Every Sunday	<ul style="list-style-type: none"> i-banking – Personal / CITIC<i>first</i> / CITIC<i>diamond</i> / Private Banking / Business Banking CNCBI WeChat Banking Platform e-Cheque deposit inMotion inVest FX Go Faster Payment System related services Online application for: <ul style="list-style-type: none"> Credit cards and related services Personal loans and related services
4am to 6am Every Monday	<ul style="list-style-type: none"> i-banking – Personal / CITIC<i>first</i> / CITIC<i>diamond</i> / Private Banking / Business Banking CNCBI WeChat Banking Platform inMotion inVest FX Go Faster Payment System related services

We apologise for any inconvenience this may cause. For enquiries, please contact our customer service hotline at (852) 2287 6767. (9am to 6pm, Monday to Friday; 9am to 1pm, Saturday)