

China CITIC Bank International's latest branch service arrangements

(Hong Kong: 11 February 2022) China CITIC Bank International Limited (the "Bank" or "CNCBI") was informed in the evening on 10 February that a member of its staff at the Bank's Mong Kok Branch at G/F - 2/F, 32 & 34 Argyle Street, has been preliminary tested positive with COVID-19. To protect the safety of customers and employees, the branch will be closed on 11 February for deep cleaning and disinfection and will remain closed until further notice. All members of the Mong Kok Branch staff and other persons who have had close contact with the member of staff in case have been arranged to undergo tests and will self isolate before resuming work.

The member of staff in case was responsible primarily for providing counter service at the Bank's Tsim Sha Tsui Branch at Shop No. 3-5, G/F, Mass Resources Development Building, 12 Humphreys Avenue before 8 February (the branch was closed since 8 February). The member of staff last worked at the Mong Kok Branch on 9 February (Wednesday). The Bank will keep in touch with the Centre for Health Protection of the Department of Health.

Meanwhile, a close contact from a preliminary tested positive person with COVID-19 has visited the Bank's Hung Hom Branch at Shop B1, G/F, Whampoa Estate, 9 Man Tai Street recently. To protect the safety of customers and employees, banking services at the Hung Hom Branch is suspended on 11 February for deep cleaning and disinfection and will remain closed until further notice.

As a means to minimising the risk of spreading the novel coronavirus in the community, the branch service at the following branches has been suspended until further notice:

| Branch | | Address | Service arrangements |
|--------|-------------------|---|---|
| HK | Queen's Road West | G/F, Sun On Building, 488 Queen's Road West | Closed until further notice (including cash and cheque deposit via ATM) |
| | CITIC Tower | Shop 202 & 207, 2/F, CITIC Tower, 1 Tim Mei Avenue, Central | |
| | Taikoo Shing | Shop 063, Cityplaza, 18 Taikoo Shing Road | |
| KLN | Tsim Sha Tsui | Shop No. 3-5, G/F, Mass Resources Development Building, 12 Humphreys Avenue | |
| | Mong Kok | G/F - 2/F, 32 & 34 Argyle Street, Mong Kok | |
| | Kowloon Bay | Shop 7, G/F, Chevalier Commercial Centre, 8 Wang Hoi Road | |
| | Hung Hom | Shop B1, G/F, Whampoa Estate, 9 Man Tai Street | |
| NT | Metro Plaza | Shop 473C & 473F, Level 4, Metroplaza, 223 Hing Fong Road, Kwai Fong | |
| | Tai Wai | G/F, Shop B, Yuet On Building, 49-53 Tai Wai Road, Shatin | |

Customers may visit the following branches:

| Branch | | Address | Service arrangements |
|--------|---------------|---|--|
| HK | Causeway Bay | 1/F-2/F, Macau Yat Yuen Centre, 525 Hennessy Road | Monday to Friday: 9am – 4pm Closed on 12 February and 19 February (Saturday) |
| | Lippo Centre | Lippo Centre, 89 Queensway | |
| | North Point | Shop B3, G/F, Hang Ying House, 318-328 King's Road | |
| KLN | Hoi Yuen Road | Shop 3, G/F, Hewlett Centre, 54 Hoi Yuen Road | |
| | Kowloon City | G/F & M/F, 29-31 Fuk Lo Tsun Road | |
| | Mei Foo | Shop N28, G/F, 20B Nassau Street, Mei Foo Sun Chuen Phase 5 | |
| NT | Sheung Shui | 138 San Fung Avenue | |
| | Tai Po | Shop G & H, G/F, Tai Po Commercial Centre, 152-172 Kwong Fuk Road | |
| | Tuen Mun | Shop 4-5, G/F, Ming Wai Building, 18-20 Tuen Mun Heung Sze Wui Road | |

| Branch | | Address | Service arrangements |
|--------|------------------------|--|---|
| HK | Des Voeux Road Central | The Chinese Bank Building, 61-65 Des Voeux Road Central | Monday to Friday: 9am – 4pm Saturday: 9am – 12pm |
| | Quarry Bay | Shop 1A, G/F & 2/F, 1001 King's Road, Quarry Bay | |
| KLN | Nathan Road | Shop A, G/F and M/F, 554 Nathan Road | |
| NT | Shatin Centre | Shop 52C, Level 3, Shatin Centre, 2 - 16 Wang Pok Street, Shatin | |
| | Tseung Kwan O | Shops 217G & 233 East Point City, 8 Chung Wa Road, Tseung Kwan O | |
| | Tsuen Wan | Shop C on G/F & 1/F, Shui Sang Building, 13-19 Chung On Street | |
| | Yuen Long | G/F, Chek Wing Court, No.171A-171B, Castle Peak Road Yuen Long | |

Aside from the above, the business hours of the Bank's Business Banking Centres have been adjusted as follows from 17 January 2022 until further notice:

- Monday to Friday: 9am – 4pm
- Saturday: Closed

In view of the current situation, the Bank's phone banking services may require longer than usual waiting time. We highly encourage customers to use alternative channels such as the Bank's flagship mobile banking platform inMotion or online banking to carry out their banking and wealth management activities. For enquiries, please call (852) 2287 6767 (9am to 8pm, Monday to Friday; 9am to 6pm, Saturday). We apologise for any inconvenience this may cause.

China CITIC Bank International Limited

China CITIC Bank International Limited (“CNCBI”) is 75%-owned by CITIC International Financial Holdings Limited, which in turn is a wholly-owned subsidiary of China CITIC Bank Corporation Limited.

By providing value-creating financial solutions to define and exceed both wealth management and international business objectives of Greater China and overseas customers, CNCBI aspires to be “the best integrated financial services provider”, with the highest international standards and capabilities.

CNCBI’s footprint in Greater China includes 25 branches and two business banking centres in Hong Kong, as well as branches and presence in Beijing, Shanghai, Shenzhen and Macau. CNCBI also has overseas branches in New York, Los Angeles and Singapore. More information about CNCBI can be found on its website at www.cncbinternational.com.

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