

## China CITIC Bank International's latest branch service arrangements

(Hong Kong: 14 February 2022) China CITIC Bank International Limited (the "Bank" or "CNCBI") was informed in the evening on 12 February that a member of its staff at the Bank's Causeway Bay Branch at 1/F-2/F, Macau Yat Yuen Centre, 525 Hennessy Road received a positive result from a COVID-19 rapid antigen test on 12 February and subsequently tested preliminary positive with COVID-19 on 13 February. The Bank has carried out deep cleaning and disinfection at the branch on 13 February. The member of staff in case was responsible primarily for providing account opening service. The member of staff last worked at the Causeway Bay Branch on 10 February (Thursday).

Meanwhile, the Bank was informed in the evening on 13 February that a relationship manager at the Bank's Tseung Kwan O Branch at Shops 217G & 233 East Point City, 8 Chung Wa Road received a positive result from a COVID-19 rapid antigen test on 13 February. The relationship manager's last working day was 7 February (Monday). The Bank will carry out deep cleaning and disinfection at the branch on 14 February.

To protect the safety of customers and employees, the branches will be closed from 14 February until further notice. All members of the Causeway Bay 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 Bank will keep in touch with the Centre for Health Protection of the Department of Health.

**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	
	Causeway Bay	1/F-2/F, Macau Yat Yuen Centre, 525 Hennessy Road	
	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	
	Tseung Kwan O	Shops 217G & 233 East Point City, 8 Chung Wa Road, Tseung Kwan O	

**Customers may visit the following branches:**

<b>Branch</b>		<b>Address</b>	<b>Service arrangements</b>
HK	Lippo Centre	Lippo Centre, 89 Queensway	<p>Monday to Friday: 9am – 4pm</p> <p>Closed on 19 February (Saturday)</p>
	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	

<b>Branch</b>		<b>Address</b>	<b>Service arrangements</b>
HK	Des Voeux Road Central	The Chinese Bank Building, 61-65 Des Voeux Road Central	<p>Monday to Friday: 9am – 4pm</p> <p>Saturday: 9am – 12pm</p>
	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	
	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](http://www.cncbinternational.com).

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