

Media Release

For Immediate Release

11 February 2022

Temporary Service Suspension of Chong Hing Bank Shatin Branch

Chong Hing Bank announced that a household member of a branch staff who works at the Shatin Branch has been preliminarily tested positive for COVID-19. The branch staff 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 Shatin Branch (the “Branch”) will be temporarily suspended from 12 February 2022 (Saturday) until further notice.

The concerned staff member is responsible for customer services at the Branch. The staff last reported for duty at the Branch on 11 February (Friday) and is confirmed to have been wearing mask during work hours.

All staff members working at the Branch have been informed to be tested for COVID-19 as soon as possible. Deep cleaning and disinfection are completed today. 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 Bank’s Tsuen Wan Branch for banking services:

Tsuen Wan Branch

Address: 298 Sha Tsui Road, Tsuen Wan, NT

Telephone: (852) 3768 6440

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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