

Media Release

For Immediate Release

19 February 2022

**Temporary Service Suspension of
Chong Hing Bank Cheung Fat Estate Branch**

Chong Hing Bank announced that the services (including ATMs) of its Cheung Fat Estate Branch (the “Branch”) will be temporarily suspended from today (19 February 2022) until further notice, in order to safeguard the health and safety of customers and staff members. A staff member of the Branch has been tested positive for COVID-19 after taking a rapid test this morning.

The concerned staff member is responsible for customer services. The staff last reported for duty on 19 February (Saturday) 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:

Branch Name	Tsuen Wan Branch
Branch Address	298 Sha Tsui Rd., Tsuen Wan, N.T.
Branch 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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