

Retail banks' dedicated 24-hour hotlines

1.	Bank of China (Hong Kong) Limited	3669 3070
2.	Bank of Communications (Hong Kong) Limited	3989 3870
3.	The Bank of East Asia, Limited	2211 1812
4.	Chiyu Banking Corporation Limited	2501 3051
5.	Chong Hing Bank Limited	3768 6800
6.	China CITIC Bank International Limited	2287 6668
7.	China Construction Bank (Asia) Corporation Limited	3718 3426
8.	CMB Wing Lung Bank Limited	3711 7900
9.	Citibank (Hong Kong) Limited	2860 0399
10.	Dah Sing Bank, Limited	2828 8040
11.	DBS Bank (Hong Kong) Limited	2290 8799
12.	Fubon Bank (Hong Kong) Limited	2104 3362
13.	Hang Seng Bank, Limited	2998 6800
14.	The Hongkong and Shanghai Banking Corporation Limited	2233 3066
15.	Industrial and Commercial Bank of China (Asia) Limited	3510 1282
16.	Nanyang Commercial Bank, Limited	2616 6020
17.	OCBC Bank (Hong Kong) Limited	3102 2838
18.	Public Bank (Hong Kong) Limited	2853 4777
19.	Shanghai Commercial Bank Limited	2290 3855
20.	Standard Chartered Bank (Hong Kong) Limited	2886 6055

Digital banks' dedicated 24-hour hotlines

21.	Airstar Bank Limited	3718 1818
22.	Ant Bank (Hong Kong) Limited	2325 0303
23.	Fusion Bank Limited	3976 6658
24.	Livi Bank Limited	2929 2908
25.	Mox Bank Limited	3001 1215
26.	PAO Bank Limited	3762 9900
27.	Welab Bank Limited	3898 6988
28.	ZA Bank Limited	3665 3795

Remarks:

If affected residents experience any issues when communicating with banks and require assistance from the HKMA, the hotline is 2878 1133. For general enquiries about the HKMA, the hotline is 2878 8222. Operating hours are from 9:00 am to 5:00 pm.

Services will also be available on 29 November (Saturday) and 30 November (Sunday).