

23 May 2022

**BOCHK introduces facilitative measures to help customers
resolve bank account issues remotely**

Considering some Hong Kong customers are not able to visit Bank of China (“BOC”) branches on the mainland in person to resolve bank account issues under the pandemic, Bank of China (Hong Kong) (“BOCHK” or the “Bank”) introduces the following facilitative measures to assist customers to remotely update mainland bank account information and reactivate dormant mainland bank accounts. These measures help ensure a seamless experience of the Bank’s convenient cross-border payment and banking services.

- **To update mainland mobile number:** Account holders of “GBA Account” can now submit requests to BOC through BOCHK branches to update their registered mobile numbers of their related mainland bank accounts. This measure will help resolve account issues due to change of mobile number and also facilitate Bank of China Cross-Boundary Wealth Management Connect (“BOCWMC”) northbound customers to complete the account pairing process.
- **To update Home Return Permit’s validity period:** Account holders of BOC Shenzhen Branch can update validity period of their Home Return Permit through an online electronic platform provided by the mainland Branch upon renewal of the travel document. BOCWMC northbound customers, on the other hand, can submit instructions to BOC Guangdong Branch or BOC Shenzhen Branch via BOCHK’s attestation service to update their bank account information such as Home Return Permit’s validity period in order to complete the account pairing process.
- **To retrieve mobile banking password:** Customers who have registered for mobile banking with a BOC mainland bank account in the Greater Bay Area, whether using Hong Kong or mainland mobile number, can retrieve their mobile banking password online through BOC mobile banking platform by themselves. Customers will be able to continue to enjoy the mobile banking services after re-login.
- **To reactivate dormant bank account:** Hong Kong customers who need to reactivate their dormant bank accounts with BOC can contact BOC’s customer service hotline on the mainland for assistance, or if needed, BOCHK can help transfer the calls to BOC’s

hotline. In addition, mainland customers who need to reactivate dormant bank accounts with BOCHK can contact our customer service hotline or visit any of our branches. The dormant bank account can be reactivated after successful identity verification.

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Bank of China (Hong Kong) Limited

Bank of China (Hong Kong) Limited (“BOCHK”) is committed to pursuing its strategic goal to “Build a First-class Regional Banking Group” and promoting sustainable and high-quality development. Capitalising on its advantages as a major commercial banking group in Hong Kong, BOCHK continues to increase local market penetration, captures business opportunities in the Greater Bay Area and actively expands its business development in Southeast Asia. We strive to provide customers with comprehensive, professional and high-quality services. Entering a new era of smart banking, we endeavour to become a customer-centric digital bank by enhancing customer experience with innovative technology and offering intelligent products and services.

As one of the three note-issuing banks and the sole clearing bank for Renminbi (“RMB”) business in Hong Kong, BOCHK has strong market positions in all major businesses. Our strong RMB franchise has made us the first choice for customers in RMB business. We have the most extensive branch network and diverse service platforms in Hong Kong, as well as efficient e-channels such as Internet and Mobile Banking services. We offer a comprehensive range of financial, investment and wealth management services to personal, corporate and institutional customers.

We are actively pushing forward our regional development and expanding our business in the Southeast Asian region. With our branches and subsidiaries in Thailand, Malaysia, Vietnam, the Philippines, Indonesia, Cambodia, Laos, Brunei and Myanmar, we support customers in the region with professional and high-quality financial services. Through close cooperation with our parent bank BOC, we provide a full range of high-quality cross-border services to multinationals, cross-border customers, mainland enterprises going global, central banks and super-sovereign organisations.

As a leading commercial and internationalised regional bank with deep roots in Hong Kong for over 100 years, BOCHK upholds its mission of “Bridge China and the World for the Common Good”. We are committed to undertaking our corporate social responsibilities, promoting long-term and balanced sustainable development, and delivering greater value for our stakeholders and the community.

BOC Hong Kong (Holdings) Limited is one of the largest listed companies on the Main Board of the Stock Exchange of Hong Kong, with stock code “2388” and ADR OTC Symbol “BHKLY”.