

29 August 2022

BOCHK continues to introduce facilitative measures with BOC on the mainland to help customers resolve bank account issues remotely

Bank of China (Hong Kong) (“BOCHK” or the “Bank”) continues to introduce facilitative measures with Bank of China (“BOC”) on the mainland to help customers resolve bank account issues remotely. Over 6,000 customers have successfully updated their travel document information through BOCHK’s attestation service and BOC Shenzhen Branch’s online electronic platform announced earlier. Additional measures are introduced to allow more customers to enjoy convenient cross-border payment and wealth management services, including extending the grace period for customers with expired Home Return Permits and expanding the coverage of the Bank’s attestation service.

- **To offer grace period for customers with expired Home Return Permits:** BOC extends the grace period for customers with expired Home Return Permits until one month after the reopening of border between Hong Kong and the mainland. As such, Hong Kong customers, who have yet to update the validity period of their Home Return Permits, will still be able to access internet or mobile banking services provided by BOC on the mainland, and not be restricted or suspended from using such services. Although the expired travel documents will not affect the use of bank accounts for the time being, customers are advised to update their personal information via either BOCHK’s attestation service or the online electronic platform provided by BOC Shenzhen Branch in a timely manner.
- **To expand the existing attestation service to cover BOCHK’s Hong Kong customers who already have a BOC account on the mainland:** To allow more customers to submit requests in Hong Kong to update their Home Return Permits’ validity period via BOCHK’s attestation service to BOC on the mainland, the Bank further expands the attestation service to cover its Hong Kong customers who already have a BOC account in any cities on the mainland, in addition to customers of Bank of China Cross-Boundary Wealth Management Connect.

BOCHK and BOC will continue to work together and implement facilitative measures in a timely manner to meet the cross-border service needs of both Hong Kong and the mainland customers.

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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 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”.