

客戶重要通知

Important Notice to Customers

特別通知 Special Notice



Temporary Service Suspension of Central Branch

CCB (Asia) learned that an outsourced cleaning worker and an employee of Central Branch (6 Des Voeux Road Central) preliminarily tested positive for COVID-19 through rapid testing on February 20 and 22 respectively. To protect customers and staff members, the branch is temporarily closed for sterilization and thorough cleaning, banking services is suspended from February 21 (Mon) until further notice. All staff members of the branch underwent COVID-19 rapid testing and all the results are negative. They will undergo further testing according to the guidelines of the Centre for Health Protection (CHP) of the Department of Health.

The employee concerned last performed his duties on February 5 (Sat). His body temperature was normal when undergoing temperature screening before work and no symptoms of sickness were found. He has been wearing surgical mask when performing duties. The outsourced cleaning worker concerned performs cleaning services at the branch every morning for 30 to 45 minutes. She last performed her duties on February 19 (Sat). Her body temperature was normal when undergoing temperature screening, and negative result was obtained during rapid COVID test before work and no symptoms of sickness were found. She has been wearing surgical mask when performing duties and did not have any close contact with other branch staff who have been wearing surgical mask during her stay. CCB (Asia) will monitor closely the situation and co-operate with the CHP.

Customers can still enjoy banking services by visiting nearby branches, via our Mobile Banking, Online Banking and Bank by Phone.

CCB (Asia) has implemented a series of precautionary measures in all branches including cleaning and sterilization works as well as requiring bank staff and customers to wear face masks to enhance protection.

For enquiries, please contact us via our Customer Service Hotline at +852 2779 5533 or www.asia.ccb.com.

We apologize for any inconvenience caused.

China Construction Bank (Asia) Corporation Limited