

客戶重要通知

Important Notice to Customers

特別通知 Special Notice



Temporary Service Suspension of Yuen Long Branch

CCB (Asia) learned that an outsourced cleaning worker of Yuen Long (68 Castle Peak Road) preliminarily tested positive for COVID-19 through rapid testing on February 21. Another employee was informed on February 23 preliminarily tested positive for COVID-19. The branch has been closed from February 22 in view of the latest epidemic development. To protect customers and staff members, the branch continues to close for sterilization and thorough cleaning, banking services continue to be suspended until further notice. All other staff members of the branch undergo further COVID-19 testing according to the guidelines of the Centre for Health Protection (CHP) of the Department of Health.

The outsourced cleaning worker concerned and the employee concerned last performed their duties on February 21 (Mon). The outsourced cleaning worker concerned performs cleaning services at the branch every morning for 45 to 60 minutes. Both of their body temperature was normal when undergoing temperature screening before work. They have been wearing surgical mask when performing duties. CCB (Asia) will monitor closely the situation and cooperate 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