

SYSTEM MAINTENANCE SCHEDULE

To improve our service quality, our system update or maintenance is scheduled as follows, during which our designated banking services will not be available:

Regular system maintenance

Affected Service	Suspension Time		Service Hotline [during office hours]
	From	To	
<ul style="list-style-type: none"> • Internet Banking • Mobile Banking • Faster Payment System Service • Automated Teller Machines • ATM Card / Debit Card <ul style="list-style-type: none"> – ATM Transaction services – Purchase via PPS / EPS SMS notice service	Every Monday 04:00 AM	Every Monday 06:00 AM	3199 9188

Non-Regular system maintenance

Date	Suspension Time		Affected Service
	From	To	
10 May 2026 [Sunday]	HKT 00:00 [GMT +8]	HKT 05:00 [GMT +8]	<ul style="list-style-type: none"> • Phone Banking System

The maintenance time for the above system will be appropriately adjusted based on actual needs without further notice.

Should you have any enquiry, please call our customer service hotline at [852] 3199 9188. We apologize for any inconvenience caused.