

FOR IMMEDIATE RELEASE



**CCB (Asia) launches multiple relief initiatives
to assist residents affected by fire in Tai Po to get through this difficult time**

Hong Kong – November 28, 2025 – In response to the blaze at Wang Fuk Court, Tai Po, China Construction Bank (Asia) (“CCB (Asia)”) has actively echoed the appeal from the Hong Kong Monetary Authority and the Hong Kong Association of Banks, promptly launching multiple support measures and emergency actions to provide timely and appropriate banking service assistance to affected residents.

1. Enhanced branch services and financial convenience arrangements

CCB (Asia) has set up a 24-hour dedicated customer service hotline with additional staff deployed to answer enquiries and handle urgent banking matters.

- 24-hour customer service hotline: +852 3718 3426

CCB (Asia)'s Tai Po Branch (address: Shop 9B, G/F, 1 On Chee Road) will also enhance its services by setting up a fast-track service counter, extending operating hours, and giving priority to residents in the affected area.

- November 28 (Friday): until 6:00 p.m.
- November 29 (Saturday): until 5:00 p.m.
- November 30 (Sunday): 9:00 a.m. to 1:00 p.m.

2. Pre-approved six-month loan repayment grace period

CCB (Asia) offers all affected customers a pre-approved 6-month repayment grace period (covering both principal and interest) on mortgages, personal loans, credit cards and other loans, with waiver of related late charges and handling fees. A waiver of early withdrawal penalties on time deposits will also be given, to ease immediate financial pressures on those affected.

3. Flexible assistance for affected customers to access liquidity

For customers who are unable to present identity documents or bank records, CCB (Asia) will exercise flexibility in identity verification, enabling affected customers to promptly withdraw funds and continue using other banking services.



4. Priority and expedited replacement of banking documents

Depending on individual circumstances, CCB (Asia) will prioritize and expedite the reissuance of banking documents (including ATM cards, credit cards and debit cards, etc.) for affected customers. New cards will be issued free of charge, with flexible arrangements including dedicated delivery or in-branch collection.

5. Priority handling of deceased customers' accounts

Assist family members or next-of-kin of the deceased in expediting the handling of related bank accounts.

6. Facilitating the HKD10,000 government emergency subsidy

In support of the Home Affairs Department's distribution of the HKD10,000 emergency subsidy to Wang Fuk Court residents, CCB (Asia) will waive the cheque-clearing process. Customers can withdraw the full amount in cash on the same day.

7. Insurance-related services

The four life and general insurance companies distributed by CCB (Asia) have immediately set up dedicated service hotlines to provide assistance to affected customers.

- FWD Life Insurance Company Bermuda Limited: +852 3123 3618 (24 hours)
- China Taiping Life Insurance (Hong Kong) Company Limited: +852 2855 5676 (24 hours)
- QBE Hong Kong & Shanghai Insurance Limited: +852 2828 1998 (9:00 AM – 5:30 PM)
- China Taiping Insurance (HK) Company Limited: +852 3716 1616 (24 hours)

CCB (Asia) reminds its customers to stay vigilant against potential fraud during this period. Under no circumstances should account passwords or other sensitive personal information be disclosed via phone or message. For enquiries, please contact our 24-hour customer service hotline at +852 3718 3426.

CCB (Asia) extends its deepest condolences to the victims, heartfelt sympathies to the injured and affected residents, and utmost respect to the frontline firefighters and rescue teams. As a long-established financial institution in Hong Kong, CCB (Asia) will continue to leverage its financial resources to provide timely support and stand together with the community through this difficult time.



About China Construction Bank (Asia)

China Construction Bank (Asia) Corporation Limited (“CCB (Asia)”) is the comprehensive and integrated commercial banking platform of China Construction Bank Corporation (“CCB”) in Hong Kong. As the flagship of CCB Group’s overseas business, CCB (Asia) holds a variety of licenses and provides a wide array of banking services including retail banking services, commercial banking services, corporate banking services and treasury business etc., along with its industry-leading advantages in RMB services, FinTech, cross-border services and green finance. Through the extensive network and diversified service channels of CCB Group in Mainland China and Hong Kong, CCB (Asia) provides comprehensive, one-stop and integrated finance solutions to individuals, corporate and institutional clients. Adheres to “market-oriented, customer-centric” business philosophy, with its integrated operational platform as the basis, FinTech as the core drive and innovation as the leading force, CCB (Asia) is committed to providing efficient, safe and novel smart banking services to the general public.

For more information about CCB (Asia), please visit www.asia.ccb.com.

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