

客戶重要通知

Important Notice to Customers



CCB (Asia) introduces facilitative measures to help customers resolve Mainland bank account issues

In view of an inability of handling the Mainland bank account matters in person for some Hong Kong customers under the COVID-19 pandemic situation, China Construction Bank (Asia) ("CCB (Asia)") introduces the following facilitative measures to assist customers to remotely update their Mainland bank account information and reactivate dormant Mainland bank accounts. These measures ensure a seamless experience of China Construction Bank's convenient cross-border banking services.

1. To update Home Return Permit or Passport's validity period

Hong Kong customers can submit requests by contacting customer service hotline or their respective account opening branch of China Construction Bank ("CCB") in the Mainland and submit updated Home Return Permit or Passport information as required to extend the validity period of the identity document and resume their account status to normal without visiting the Mainland branch in person.

2. To update personal information and retrieve password

Hong Kong customers can retrieve their username and login password, update personal information, including but not limited to, nationality, occupation, address, etc. through CCB's online banking or mobile banking platform by themselves. If customer's Mainland bank account is suspended due to multiple failed password attempts of ATM card, customers can also apply for changing the password and reactivating the Mainland bank account through CCB's online banking or mobile banking platform.

China Construction Bank (Asia) Corporation Limited
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