

Notice for Branch Temporarily Closed/ Business Hours Change

Dear Customers,

Industrial and Commercial Bank of China (Canada) is doing our best to help our customers navigate this uncertain time brought by COVID-19. Please be noted that important steps to help you stay protected will be effected from March 23, 2020.

1. Branch Temporarily Closed/ Business Hours Change

Our branches will operate under reduced hours on normal business days:

Branches	Monday- Friday (local times)	Saturday	Sunday
Toronto Downtown Branch	Temporarily Closed		
Richmond Hill Branch	10:00 – 15:30	10:00 – 15:00	Closed
Markham Branch	12:00 – 17:30	12:00 – 17:00	
Mississauga Branch	10:00 – 15:30	Closed	
Scarborough Operations Centre			
Richmond Vancouver Branch			
Calgary Branch			
Montreal Branch	By appointment only		

2. Enhanced cleaning measures

We are continuing to conduct frequent and deep cleaning of our branches every business day, including sanitizing all surfaces and ensuring hand sanitizers are available in-branch for use by employees and customers.



中国工商银行 (加拿大)

INDUSTRIAL AND COMMERCIAL BANK OF CHINA (CANADA)

3. Digital banking services

Online Banking, Mobile App and Telephone Banking Service will not be affected and ready to service for 24 hours per day.

We continue to monitor the situation closely, and are following the latest guidance from local, provincial, and federal health authorities. We will keep reviewing situation on a daily basis after considering the recommendations of the authorities.

Stay safe and thank you for being part of our business.