



中国工商银行 (加拿大)

INDUSTRIAL AND COMMERCIAL BANK OF CHINA (CANADA)

Important Message about Canada Post Service Disruption

Dear Valued customer,

The Canadian Union of Postal Workers (CUPW) announced that it begins rotating strikes on Oct 22, 2018. The Canada Post Service Disruption may interrupt mail delivery of important documents like bank statements and other important notices.

During a postal strike, customers are still required to make payments even if statements are not received in the mail. To avoid delays, we offer the following options for you to manage your accounts:

1. Through our Internet Banking - You may view your account balance and activities; perform fund transfer, bill payment, electrical fund transfer and Global transfer without any delay;
2. Through our Telephone Banking – your may also make use of our Telephone Banking to view and perform account activities;
3. Through our Mobile Service;
4. Switch your paper statement to online statement;
5. Contact your local branch for your banking needs.

If you have not applied our free of charge Internet Banking, Telephone Banking and Mobile Service, you may simply contact your local branch for application.

We apologize for the inconvenience that can be caused by a postal disruption. If you have questions, please call our hot line at 1-877-779-5588 or visit your local branch.

Thank you for being our customer.

Industrial and Commercial Bank of China (Canada)