

25 February 2022

## Temporary Change of Service Hours of Customer Services Hotlines

To safeguard the health and safety of our employees, Fubon Bank (Hong Kong) Limited (“the Bank”) announces that the service hours of the following Customer Services Hotlines will be temporarily changed from 9 am to 7 pm from Monday to Saturday with effect from 28 February until further notice:

Type of Hotline		Hotline Number	
Fubon Bank Integrated Customer Service Hotline	Credit Card Services	2566-8181	(Option 1)
	Card Merchant Services		(Option 5)
Merchant MRF Dedicated Hotline		2806-7231	-
Platinum Card Designated Hotline		2806-7118	-
Elite Platinum Designated Hotline		2806-7200	-

The Bank will continue to closely monitor the health condition of its staff and ensure that services to customers will not be affected. Meanwhile, customers are also encouraged to use the Bank’s e-banking services via the Bank’s website “[www.fubonbank.com.hk](http://www.fubonbank.com.hk)” or mobile banking application “Fubon (Hong Kong)”, or ATM services.

For enquiries, customers may call Fubon Bank Integrated Customer Service Hotline at 2566 8181 during office hours<sup>#</sup>.

<sup>#</sup> Monday to Friday: 9:00 a.m. to 7:00 p.m., Saturday: 9:00 a.m. to 1:00 p.m. (except public holidays)