

## Notice of the Closure of Hat Yai Branch of Bank of China (Thai) Public Company Limited

We regret to announce that Hat Yai Branch of Bank of China (Thai) Public Company Limited (hereinafter called “BOCT”) will close permanently from 4:00 p.m., 30 July 2021. The closure of Hat Yai Branch is in line with the service channel strategy of BOCT. We will continue to serve you through online banking e.g. internet banking, mobile banking (hereafter called “online banking”) and our other physical outlets in a safe and efficient way. Your account managing branch will be changed to BOCT Head Office (Banking Department), which is located at 179/4 Bangkok City Tower, South Sathorn Road, Thungmahamek, Sathorn District, Bangkok 10210. We apologise for any inconvenience this may cause you.

If you have concerns on the above-mentioned arrangement, please contact us as soon as possible. Important information about service alternatives of Hat Yai Branch are as follows:

**Table 1 : For Personal Customer**

Hat Yai Branch’s Services	Operating Schedule before Branch Closure	Alternative Service Channels/Service Substitution
1. Hat Yai Branch’s working hours	Monday to Friday 09.00-16.00 until 4:00 p.m. 30 July, 2021 (except on bank holidays)	-
2. Counter Transactions at Hat Yai Branch		
2.1 Deposit BOCT cheques	Hat Yai Branch will provide the service until 4:00 p.m. of 29 July, 2021	- Other branches of BOCT - Other banks
2.2 Deposit other banks’ cheques	Hat Yai Branch will provide the service until 12:00 p.m. of 29 July, 2021	- Other branches of BOCT - Other banks
2.3 Transfer between BOCT accounts	Hat Yai Branch will provide the service until 4:00 p.m. of 30 July, 2021	- Other branches of BOCT - Online banking
2.4 Domestic Transfer (BAHTNET, ITMX BULK PAYMENT)	Hat Yai Branch will provide the service until 3:00 p.m. of 29 July, 2021	- Other branches of BOCT - Online banking
2.5 International Remittance (TT REMITTANCE, RMB PRE-SETTLEMENT, GPI)	Hat Yai Branch will provide the service until 3:00 p.m. of 23 July, 2021	- Other branches of BOCT - Online banking
2.6 Receive funds from domestic remittance / international remittance	Hat Yai Branch will provide the service until 4:00 p.m. of 29 July, 2021	- BOCT Head Office (Banking Department)

Hat Yai Branch's Services	Operating Schedule before Branch Closure	Alternative Service Channels/Service Substitution
3. Deposit Account		
Closure of different types of deposit accounts - Savings account - Current account - Fixed deposit account	If you wish to close your account, please contact Hat Yai Branch by 4:00 p.m. on 27 July 2021. After termination date, you may contact the BOCT Head Office (Banking Department)	-
4. ATM Services		
4.1 ATMs located at Hat Yai Branch	Hat Yai Branch will provide the service until 10:00 p.m. of 18 July, 2021	- Other BOCT ATMs
4.2 Using BOCT debit card at other BOCT ATMs	BOCT's debit card can still be used for ATM transactions at other BOCT ATMs normally without impact from Hat Yai Branch closure	Remain unchanged
4.3 Using BOCT debit card at other banks' ATMs	BOCT's debit card can still be used for ATM transactions at other banks' ATMs normally without impact from Hat Yai Branch closure	Remain unchanged
4.4 Resetting debit card password	Hat Yai Branch will provide the service until 4:00 p.m. of 30 July, 2021	- Other branches of BOCT - Other BOCT ATMs
5. Online Banking (Mobile Banking and Internet Banking)		
5.1 Using online banking services	For customers currently using online banking, you may continue to use the services without impact from Hat Yai Branch closure	Remain unchanged
5.2 Applying for online banking services	You may apply for online banking at Hat Yai Branch until 4:00 p.m. of 30 July, 2021	- Other branches of BOCT
5.3 Changing E-Token / Resetting password	Hat Yai Branch will provide the service until 4:00 p.m. of 30 July, 2021	- Other branches of BOCT
6. Requesting for hard copy account statement	Requesting for hard copy account statement will be available at Hat Yai Branch until 4:00 p.m. of 30 July, 2021. Online banking users can enquire account and transaction information as usual without impact from Hat Yai Branch closure	- Other branches of BOCT - Online banking
7. Credit Card		
7.1 Using credit card for payment	For customers currently using BOCT's credit card, you may continue to use it without impact from Hat Yai Branch closure.	Remain unchanged

Hat Yai Branch's Services	Operating Schedule before Branch Closure	Alternative Service Channels/Service Substitution
7.2 Repaying credit card balances	1) If you have set up direct debit instruction for credit card repayment, you may continue to use the service without impact from Hat Yai Branch closure. 2) You may pay via BOCT ATMs located at Hat Yai Branch until 10:00 p.m. of 18 July, 2021. 3) You may continue to pay via other BOCT ATMs without impact from Hat Yai Branch closure. 4) You may continue to pay via online banking without impact from Hat Yai Branch closure. 5) You may continue to present your credit card account statement for payment via other channels such as Counter Service and Tesco Lotus without impact from Hat Yai Branch closure.	Remain unchanged
7.3 Applying for credit card repayment via direct debit with BOCT	Applications for the credit card repayment service via direct debit at Hat Yai Branch will be available until 4:00 p.m. of 30 June, 2021.	- Other branches of BOCT
7.4 Applying for a credit card	Credit card application service of BOCT at Hat Yai Branch will be available until 4:00 p.m. of 30 July, 2021.	- Other branches of BOCT
8. Home Loan		
8.1 Continuing your existing home loan	Your existing home loan will not be impacted by Hat Yai Branch closure.	Remain unchanged
8.2 Repaying home loan balances	If you are already using the service of home loan repayment via direct debit of BOCT / via Siam Commercial Bank, you may continue to use the service without impact from Hat Yai Branch closure.	Remain unchanged
8.3 Applying for home loan direct debit repayment service with BOCT	Application for home loan repayment service via direct debit of BOCT at Hat Yai Branch will be available until 04:00 p.m. of 30 June, 2021.	- Other branches of BOCT
8.4 Applying for BOCT home loan	Application for home loan of BOCT at Hat Yai Branch will be available until 4:00 p.m. of 30 July, 2021.	- Other branches of BOCT

Hat Yai Branch's Services	Operating Schedule before Branch Closure	Alternative Service Channels/Service Substitution
9. Standby Letter of Credit (SBLC)		
9.1 Continuing with your existing SBLC arrangement	You existing SBLC arrangement will not be impacted by Hat Yai Branch closure.	Remain unchanged
9.2 Applying for BOCT SBLC	Application for BOCT SBLC at Hat Yai Branch will be available until 4:00 p.m. of 30 July, 2021.	- Other branches of BOCT

**Table 2 : For Corporate Customers**

Hat Yai Branch's Services	Operating Schedule before Branch Closure	Alternative Service Channels/Service Substitution
1. Hat Yai Branch's working hours	Monday to Friday 09.00-16.00 until 4:00 p.m. 30 July, 2021 (except banking holiday)	-
2. Transactions at Hat Yai Branch		
2.1 Deposit BOCT cheques	Hat Yai Branch will provide the service until 4:00 p.m. of 29 July, 2021	- Other branches of BOCT - Other banks
2.2 Deposit other banks' cheques	Hat Yai Branch will provide the service until 12:00 p.m. of 29 July, 2021	- Other branches of BOCT - Other banks
2.3 Transfer between BOCT accounts	Hat Yai Branch will provide the service until 4:00 p.m. of 30 July, 2021	- Other branches of BOCT - Online banking
2.4 Domestic Transfer (BAHTNET, ITMX BULK PAYMENT)	Hat Yai Branch will provide the service until 3:00 p.m. of 29 July, 2021	- Other branches of BOCT - Online banking
2.5 International Remittance (TT REMITTANCE, RMB PRE-SETTLEMENT, GPI)	Hat Yai Branch will provide the service until 3:00 p.m. of 23 July, 2021	- Other branches of BOCT - Online banking
2.6 Receive funds from domestic remittance / international remittance	Hat Yai Branch will provide the service until 4:00 p.m. of 29 July, 2021	- BOCT Head Office (Banking Department)

Hat Yai Branch's Services	Operating Schedule before Branch Closure	Alternative Service Channels/Service Substitution
3. Deposit Account		
Closure of different types of deposit accounts - Savings account - Current account - Fixed deposit account - Payroll account	If you wish to close your account, please contact Hat Yai Branch by 4:00 p.m. on 27 July 2021. After termination date, you may contact the BOCT Head Office (Banking Department)	-
4. Online Banking (Mobile Banking and Internet Banking)		
4.1 Using online banking services	For customers currently using online banking, you may continue to use the services without impact from Hat Yai Branch closure	-
4.2 Applying for online banking services	You may apply for online banking at Hat Yai Branch until 4:00 p.m. of 30 July, 2021	- Other branches of BOCT
4.3 Changing E-Token / Resetting password	Hat Yai Branch will provide the service until 4:00 p.m. of 30 July, 2021	- Other branches of BOCT
5. Requesting for hard copy account statement	Requesting for hard copy account statement will be available at Hat Yai Branch until 4:00 p.m. of 30 July, 2021. Online banking users can enquire account and transaction information as usual without impact from Hat Yai Branch closure	- Other branches of BOCT - Online banking
6. Corporate Credit Product : Overdraft (OD)		
6.1 Repayment of principal and interest by deposit cheque issued by BOCT	The customer may make repayment via Hat Yai Branch until 4:00 p.m. of 29 July, 2021  Customers can process the transaction at other branches, as usual without impact from Hat Yai Branch closure	- Other branches of BOCT - Online banking
6.2 Repayment of principal and interest by deposit cheque issued by other banks	The customer may make repayment via Hat Yai Branch until 12:00 p.m. of 29 July, 2021  Any further repayment can be made via other branches	- Other branches of BOCT - Online banking
6.3 Repayment of principal and interest by transferring between BOCT accounts	The customer may make repayment via until 4:00 p.m. of 30 July, 2021  Any further repayment can be made via other branches	- Other branches of BOCT - Online banking

Hat Yai Branch's Services	Operating Schedule before Branch Closure	Alternative Service Channels/Service Substitution
7. Corporate Credit Product : Short Term Loan and Long Term Loan		
7.1 Loan Drawdown	Customers can drawdown via/through Hat Yai Branch until 4:00 p.m. of 30 July, 2021  For further drawdown, customer may proceed by contacting responsible Relationship Manager (RM) Head Office (Corporate Banking Department)	- Contact RM at Head Office (Corporate Banking Department)
7.2 Repayment of principal and interest by deposit cheque issued by BOCT	Customer can make repayment via Hat Yai Branch until 4:00 p.m. of 29 July, 2021  For further repayment, customer may proceed by contacting responsible Relationship Manager (RM) Head Office (Corporate Banking Department) or other branches	- Other branches of BOCT - Online banking
7.3 Repayment of principal and interest by deposit cheque issued by other banks	Customer can make repayment via Hat Yai Branch until 12:00 p.m. of 29 July, 2021  For further repayment, customer may proceed by contacting responsible Relationship Manager (RM) Head Office (Corporate Banking Department) or other branches	- Other branches of BOCT - Online banking
7.4 Repayment of principal and interest by transferring between accounts of BOCT	Customer can make repayment via Hat Yai Branch until 4:00 p.m. of 30 July, 2021  For further repayment, customer may proceed by contacting responsible Relationship Manager (RM) Head Office (Corporate Banking Department) or other branches	- Other branches of BOCT - Online banking
7.5 Providing relevant documents, related to credit terms & conditions, to BOCT (if any)	Customer may submit relevant documents at Hat Yai Branch until 4:00 p.m. of 30 July, 2021  Further submission of documents, related to credit terms and conditions (if any) shall be made through Relationship Manager (RM) Head Office (Corporate Banking Department) or other branches	- Other branches of BOCT - Contact RM at Head Office (Corporate Banking Department)
8. Trade Finance Services		
8.1 Export Services	Customers can submit Export Application Form and Documents Collection at Hat Yai Branch until 4:00 p.m. of 30 July 2021.	- Contact RM at Head Office (Corporate Banking

Hat Yai Branch's Services	Operating Schedule before Branch Closure	Alternative Service Channels/Service Substitution
		Department)
8.2 Import Services	1) Customers can submit Letter of Credit Issuance/Amendment Application Form with Hat Yai Branch until 4:00 p.m. of 30 July 2021. 2) Customers can make payment/acceptance under Import LC/Collection at, Hat Yai Branch until 4:00 p.m. of 30 July 2021.	- Contact RM at Head Office (Corporate Banking Department)
8.3 Letter of Guarantee	Customers can submit Letter of Guarantee Issuance/Amendment/Cancellation Application Format, Hat Yai Branch until 4:00 p.m. of 30 July 2021.	- Contact RM at Head Office (Corporate Banking Department)
9. Foreign currency exchange services		
The following services can be made through Hat Yai Branch;  1) Exchange Foreign Currency for transfer within BOCT account, service until 4:00 p.m. of 30 July 2021  2) Exchange Foreign Currency for outward remittance, RMB Pre-settlement, and GPI, service until 3:00 p.m. of 23 July 2021  3) Exchange Foreign Currency for inward remittance from onshore, service until 4:00 p.m. of 29 July 2021  4) Exchange Foreign Currency for inward remittance from offshore, service until 4:00 p.m. of 29 July 2021		- Other branches of BOCT  - E-Banking channel (BOCNET/IGTB)

**Note:** - More information on Services and Fees & Charges can be accessed on our website [www.bankofchina.co.th](http://www.bankofchina.co.th).

- As there are multiple holidays in the last week of July, we suggest customers to manage their account arrangement in advance.

For enquiries, please contact us via the following means:

- Visit Hat Yai Branch, located at the 1st Floor of Asean Plaza Shopping Center, 1468 / 7-8, Kanchanavanich Road, Hat Yai Subdistrict, Hat Yai District, Songkhla Province 90110 on working days, Monday - Friday from 9:00 a.m. to 4:00 p.m. until 30 July, 2021
- Call Hat Yai Branch at 074 559579 on working days, Monday - Friday from 9:00 a.m. to 4:00 p.m. until 30 July, 2021
- Call our Call Centre at 02-679-5566
- Visit BOCT's other branches

BOCT's other branches are as follows:

1. Branches with Cash Transaction Service
  - Head Office (Banking Department)
  - Ratchada Branch
  - Chiangmai Branch
  - Rayong Branch
  - Bangna Branch
  
2. Branches without Cash Transaction Service
  - Khon Kaen Branch
  - Nakhon Ratchasima Branch
  - Talad Thai Branch

Thank you for your continued trust and please accept our sincere apologies for any inconvenience caused.

Remark : If there is a discrepancy between the Thai, Chinese and English version on this document, the English version shall prevail.

Bank of China (Thai) Public Company Limited Hat Yai Branch

4 June 2021