

5 December 2025

Nanyang Commercial Bank Provides Special Service Arrangements for Affected Residents of Wang Fuk Court Fire Incident in Tai Po

Nanyang Commercial Bank, Limited ("the Bank") expressed deep sorrow and concerns regarding the fire incident at Wang Fuk Court in Tai Po. We extend our deepest sympathy to the affected families and pay the highest respect to the firefighters and rescue personnel. The Bank will actively assist affected customers in resuming their daily banking services as soon as possible.

Regarding banking services, for affected customers who are unable to present identification documents, passbooks, or ATM cards, the Bank will offer special cash withdrawal arrangements on a discretionary basis and expedite the replacement of passbooks, ATM cards, and other items, with all related fees waived. Depending on the individual circumstances of affected mortgage and personal loan customers, the Bank will consider offering deferred repayment grace periods, as well as waivers for overdue interest and administration fee for late payment. Fees will also be waived for early uplift of time deposits and replacement of safe deposit box lost keys. The Bank will not charge any fees for all fund transfers to and from "Support Fund for Wang Fuk Court in Tai Po" account set up by the Government, covering both making donations to and receiving subsidies from the Fund.

Tai Po Branch will also extend its service hours on 6 December 2025 (Saturday) and 7 December 2025 (Sunday) to provide assistance to affected customers.



Address	Date	Service Hours
Shop A, G/F, 18 Kwong Fuk Road, Tai Po, New Territories	6 December 2025 (Saturday)	09:00-17:00
	7 December 2025 (Sunday)	09:00-13:00

For enquiry, please contact our 24-Hour Customer Service Hotline at (852)2616 6020.

Nanyang Commercial Bank, Limited