



## **Facilitative Measures for Reactivation of Dormant or Suspended Accounts under COVID-19 Pandemic**

In view of the ongoing outbreak of the coronavirus, to assist customers in remotely reactivating their bank accounts. For those retail customers in Chiyu Banking Corporation Limited who are unable to apply for reactivation of dormant account in person at branch due to the coronavirus, now may send their requests as follows:

### **Chiyu Hong Kong Account**

Dormant accounts reactivation \*

Customers may submit a request by mail to any branch in the form of a letter to apply for reactivation of dormant account (the content of the letter should include the name of the account holder, the ID number that is kept in the bank's records, the account number of the dormant account that needs to be reactivated, and a valid signature that matches the bank's records).

\*Please note that the dormant status will restore automatically if clients do not conduct any transaction within one month after the reactivation of account.

For any inquiries, please call our customer service hotline at (852)2232 3233.