



COVID-19 Update:

During the coronavirus (COVID-19) outbreak, CTBC Bank are committed to safeguard the health and well-being of our customers, employees, and their families. At the same time, we want to make sure banking is safe, convenient and available to our customers.

Effective May 19, 2020, all branches in BC will go back to regular business hours of 9am to 5pm. Toronto Branch will still operate with reduced hour and service you from 10am to 4pm local time, Monday to Friday.

CTBC Canada will continue to support you and your banking need through the following channels:

24/7 [Internet Banking Service](#), and Mobile App:

- View account balance, transaction history
- Send money with *Interact* e-transfer
- Make Canadian bill payment (e.g. utilities, tax payment)

ABMs Service & POS Service using the Interac, Cirrus and The Exchange networks:

- Canadian dollar cash withdrawal
- Debit payment (e.g. Point of Sale payment at grocery store)
- Canadian dollar cash deposit
- Canadian cheque deposit

Verbal/Fax/Telecopy Message Instruction:

- International remittance
- GIC renewal/redeem
- Fund transfer within CTBC Bank accounts
- Currency exchange (US dollar, Canadian dollar)

For information on signing up for the above services or if you have any question, contact us at –

Vancouver Office Tel: (604) 683-3882
Richmond Office Tel: (604) 233-1261
Burnaby Office Tel: (604) 437-3868
Toronto Office Tel: (905) 418-8869

For more information on COVID-19, please visit the website of the [Public Health Agency of Canada](#).

We are here to help; We Are Family.