



CTBC BANK
中國信託銀行

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.

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.