



**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.

**Effective March 27, 2020, all branches will 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 though 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.**