

Transaction Types	Transaction Cut-off Time		
	Mondays to Fridays	Saturdays	Sundays & Public Holidays
e-Cheques Deposit Service Deposit e-Cheque/ e-Cashier's Order	21:00 ^{5,6}	---	---
Currency Exchange ⁷	24-hour service ⁸	08:30 - 13:00 ^{9,10}	Service available during Public Holidays (excluding Sundays)
Trade Services	17:00	---	---
Time Deposit Placement	20:00	16:00	---
Securities Trading	16:00	---	---
Stock Trading Order Placement ¹²	24-hour service	24-hour service	24-hour service
Autopay-In / Autopay-Out ²	18:00	12:00	---
Upload MPF Contribution File	17:00	11:00	---
Send Message	18:00	13:00	---

1. The relevant cut-off time applies to the transfer of the same currency. Please refer to the cut-off time of Currency Exchange Service if it involves currency exchange.
2. Valid on the next working day at the earliest.
3. Except system maintenance period.
4. If the transaction involves currency exchange, please refer to the service time of Currency Exchange.
5. The e-Cheque will be deposited on the next clearing date if the transaction is made after cut-off time.
6. The cut-off time is 18:00 if manual-checking of account name is needed.
7. Except THB, SGD, DKK, NOK and SEK, the service for other currencies is available from 8:00am on Monday to 5:00am on Saturday. On 25th December, the service is available until 5:00pm. The service for THB, SGD, DKK, NOK and SEK is available from 8:00am to 3:30am on the next day. On 25th December, the service is available until 5:00pm.
8. The service is still available during public holidays and the hoisting of a Black Rainstorm Warning or a Gale or Storm Signal No. 8.
9. The service is not available during public holidays and the hoisting of a Black Rainstorm Warning or a Gale or Storm Signal No. 8. However, the service is still available if the Black Rainstorm Warning is issued at or after 8:30am (subject to further notice in case of special circumstances).
10. The service is not available on 25th December.
11. Services are not available during 16:00 to 17:00 from Mondays to Fridays due to the process of information update.

Note: The above service hours are for reference only. The Bank reserves the right to revise the service hours from time to time.

Technical Support and Enquiries

If you have any enquiry about "CBS Online", please contact us during service hours.

Nanyang Commercial Bank Customer Service Hotline : (852) 2622 2633

24-hours Security Incidents Hotline (Electronic Banking) : (852) 2850 1100

or browse our website www.ncb.com.hk.

Service Hours:

Mondays to Fridays: 9:00 – 18:00

Saturdays: 9:00 – 13:00

Except Sundays and Public Holidays