

Frequently Asked Questions on the Notice on Closure of Securities Trading Counters at Branches

Q: Why would the BANK close the securities trading counters at branches?

A: To provide better quality services, our branches are undergoing service adjustments and securities trading counters will no longer be available at branches starting from 24 November 2025 in order to enhance the quality of other banking services offered at the branches.

Q: When will the BANK close the securities trading counters at branches?

A: Securities trading counters will no longer be available at branches from 24 November 2025 onwards. After this date, you can still trade securities through our mobile banking, internet banking, or by calling the manned investment trading hotline at (852)2616 6618.

Q: Will other securities-related services, such as account opening, Monthly Stocks Savings Plan applications, modification of investment account information, and stock transfer, also be discontinued?

A: This service adjustment only confines to the closure of securities trading counters at our branches, other services will remain unaffected.

Should you have any inquiries, you may visit any of our branches or call our Customer Service Hotline at (852) 2616 6618.

Nanyang Commercial Bank, Limited