



Press Release

For Immediate Release

Shanghai Commercial Bank Provides Full Support to Tai Po Fire Victims

Hong Kong, 28 November 2025 - Shanghai Commercial Bank (the "Bank") is deeply saddened by the fire incident at Tai Po Wang Fuk Court. The Bank extends its deepest condolences to all those affected and sincerely thanks all frontline rescue personnel.

To support affected customers, the Bank has implemented a series of measures, including:

1. A 24-hour hotline has been established at (852) 2290 3855 to provide assistance to affected customers.
2. Provide a 6-month deferred repayment grace period (including principal and interest) for mortgages, personal loans, credit cards and other loans, and waive related penalty interest and handling fees.
3. Providing flexible support, including assisting customers to withdraw cash, prioritizing and expediting reissuance of banking documents.
4. Extending operating hours and deploying additional staff at the Tai Po Branch:

Date	Operating hours
29 November, 2025 (Saturday)	9:00 am – 5:30 pm
30 November, 2025 (Sunday)	9:00 am – 1:00 pm

Address: Shop 4, G/F., Mee Tak Building, Nos. 27-31, 35-43 Kwong Fuk Road, Tai Po

Additionally, the Bank will donate HK\$5,000,000 and will coordinate donations from all staff members and their families, channeling these funds to appropriate relief organizations to support emergency resettlement and rehabilitation for affected households, assisting impacted families and district residents through this difficult time. The Bank will continue to be concerned about the recovery progress, remain committed to supporting the community, provide flexible support and appropriate assistance to those in need as circumstances require.

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