



Press release

Standard Chartered announces additional support measures for individuals affected by the fire in Tai Po

Introducing employee donation and matching scheme plus cash subsidy to hospitalised individuals

3 December 2025, Hong Kong – Standard Chartered Bank (Hong Kong) Limited

(“Standard Chartered”) expresses profound sorrow for the casualties from the No. 5 alarm fire in Tai Po and extends its deepest condolences to the affected families.

Standard Chartered is cancelling all client festive events this month and will redeploy the related budgets for additional donations. The bank is also initiating an employee donation drive, with a pledge to match contributions to support community recovery.

To further assist affected individuals in overcoming difficulties, Standard Chartered is introducing the following additional emergency support measures:

1. Partner with Prudential Hong Kong Limited to provide a HK\$20,000 cash subsidy to each hospitalised individual:

- Standard Chartered is collaborating with Prudential to jointly provide a one-off HK\$20,000 cash subsidy to each eligible individual who is currently or has been hospitalised due to the fire. Application details will be announced soon on both the Bank’s and Prudential’s Hong Kong websites.



2. Offer interest-free loans of up to HK\$50,000 and repayment grace period on existing loans:

- Offer affected existing clients an interest-free emergency loan of up to HK\$50,000, repayable over a term of 24 months, to assist them in meeting their immediate financial needs.
- Provide a six-month pre-approved repayment grace period (including principal and interest) for affected clients with mortgages, personal loans or credit cards, as well as waivers of related penalties and handling fees to relieve their immediate financial pressure.

3. Special Care Squad to review and address client needs daily:

- The management-led Special Care Squad will review client cases and various support measures daily based on the latest situation and the assistance required, ensuring urgent needs are promptly managed.
- Deploy a team of insurance and mortgage specialists at the Tai Po branch to provide immediate assistance on insurance and mortgage-related enquiries.

4. Arrange mobile branches to support affected individuals:

- Based on the evolving situation, mobile branches will be deployed to neighbourhoods of emergency accommodation of the affected individuals to provide basic banking services. Details will be announced on the bank's website and social media in due course.

For enquiries regarding the above support measures, please call the 24-hour dedicated hotline at 2886 6055.



Along with the HK\$10 million committed earlier to the “Support Fund for Wang Fuk Court in Tai Po”, Standard Chartered will continue to monitor the needs of the affected individuals to support disaster recovery efforts in a timely manner.

At the same time, Standard Chartered reminds the public to stay vigilant at all times to prevent fraudsters from taking advantage of the situation. Whenever receiving calls that claim to be from banks, the public should authenticate the identity of the caller and never disclose personal and bank account information, passwords, or other sensitive information to suspicious individuals.

- Ends -

Standard Chartered

We are a leading international banking group, with a presence in 54 of the world's most dynamic markets. Our purpose is to drive commerce and prosperity through our unique diversity, and our heritage and values are expressed in our brand promise, here for good.

Standard Chartered PLC is listed on the London and Hong Kong stock exchanges.

The history of Standard Chartered in Hong Kong dates back to 1859. It is currently one of the Hong Kong SAR's three note-issuing banks. Standard Chartered incorporated its Hong Kong business on 1 July 2004, and now operates as a licensed bank in Hong Kong under the name of Standard Chartered Bank (Hong Kong) Limited, a wholly owned subsidiary of Standard Chartered PLC.

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