

Progress in the handling of banking complaints by HKMA

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) announced today the progress made in its handling of banking complaints received as at end-July 2019. Banking complaints include cases concerning general banking services and conduct-related issues.

In July 2019, 151 cases were received and the handling of 187 cases was completed. As at end-July, the handling of 398 cases was in progress.

A table summarising the progress made in the handling of banking complaints by the HKMA is attached.

Tender of 2-Year Exchange Fund Notes to be held on August 20

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) announces that a tender of 2-year Exchange Fund Notes will be held on August 20, 2019 (Tuesday) for settlement on August 21, 2019 (Wednesday), as set out in the tentative issuance schedule announced on May 15, 2019. This is to roll over an issue of 2-year Exchange Fund Notes maturing on the same day.

A total of HK\$1,200 million 2-year Notes will be on offer, of which HK\$5 million will be made available for offer to members of the Public who wish to submit non-competitive tender bids through Hong Kong Securities Clearing Company Limited (HKSCC). If the Notes reserved for non-competitive tender are under-subscribed, the non-subscribed amount will be added to the portion of notes for competitive tender (initially set at HK\$1,195 million). The Notes will mature on August 23, 2021 and will carry interest at the rate of 1.48% per annum payable semi-annually in arrears.

Members of the public who wish to submit non-competitive tender applications for Notes that are open to HKSCC may do so through Stock Exchange Participants/Brokers, or for those who hold Investor Accounts of the Central Clearing and Settlement System (CCASS) at the HKSCC, directly through HKSCC, for submission to the HKMA for processing. Competitive tender

applications for the Notes must be submitted through any of the Eligible Market Makers on the current published list, which can be obtained from the HKMA at 55/F, Two International Finance Centre, 8 Finance Street, Central, Hong Kong (telephone 2878 1465), or from the HKMA's website at <http://www.hkma.gov.hk>. Each tender must be for an amount of HK\$50,000 or integral multiples thereof for both competitive and non-competitive tender.

The tender results will be published on the HKMA's website, the Reuters screen (HKMA00E), and Bloomberg. Applicants who submitted non-competitive tender bids through HKSCC may also obtain the tender results from Stock Exchange Participants/Brokers, or for applicants who hold Investor Accounts at HKSCC's CCASS from the CCASS terminal for CCASS Broker/Custodian/Participants and CCASS Phone System.

Hong Kong Monetary Authority Exchange Fund Note Programme Tender Information

Tender information of 2-Year Exchange Fund Notes:

Issue Number	:	02Y2108
Stock code	:	4077 (EFN 1.48 2108)
Tender date and time	:	August 20, 2019 (Tuesday) 9.30 am to 10.30 am
Issue and Settlement Date	:	August 21, 2019 (Wednesday)
Amount on offer	:	HK\$1,200 million (up to HK\$5 million for non-competitive tender)
Commencement of/ Deadline for submission of non- competitive tender bids by retail investors through HKSCC	:	Please refer to requirements as set down by HKSCC
Maturity	:	Two years
Maturity Date	:	August 23, 2021 (Monday)
Interest Rate	:	1.48 per cent p.a.
Interest Payment Dates	:	Feb 21, 2020 Aug 21, 2020 Feb 22, 2021 Aug 23, 2021

Each tender must be for an amount of HK\$50,000 or integral multiples thereof for both competitive and non-

competitive tender. Members of the public who wish to apply for the Notes through non-competitive tenders that are open to HKSCC may do so through Stock Exchange

Tender amount : Participants/ Brokers, or for those who hold Investors Accounts at HKSCC's CCASS, directly through HKSCC. Members of the public who wish to apply for the Notes through competitive tender may only do so through any of the Eligible Market Makers on the current published list.

Please see Information Memorandum published or approach Eligible Market Makers, HKSCC, or brokers who are Exchange Participants of the Stock Exchange of Hong Kong.

Other details :

Expected commencement date of dealing on the Stock Exchange of Hong Kong : August 22, 2019 (Thursday)

Price/Yield Table of the new EFN at tender for reference* only :

Yield-to-Maturity	Price	Yield-to-Maturity	Price
0.480	101.99	1.480	100.01
0.530	101.89	1.530	99.91
0.580	101.79	1.580	99.82
0.630	101.69	1.630	99.72
0.680	101.59	1.680	99.62
0.730	101.49	1.730	99.53
0.780	101.39	1.780	99.43
0.830	101.29	1.830	99.33
0.880	101.19	1.880	99.24
0.930	101.09	1.930	99.14
0.980	100.99	1.980	99.04
1.030	100.89	2.030	98.95
1.080	100.80	2.080	98.85
1.130	100.70	2.130	98.76
1.180	100.60	2.180	98.66

1.230	100.50	2.230	98.56
1.280	100.40	2.280	98.47
1.330	100.30	2.330	98.37
1.380	100.21	2.380	98.28
1.430	100.11	2.430	98.18
1.480	100.01	2.480	98.09

* Disclaimer

The information provided here is for reference only. Although extreme care has been taken to ensure that the information provided is accurate and up-to-date, the HKMA does not warrant that all, or any part of, the information provided is accurate in all respects. You are encouraged to conduct your own enquiries to verify any particular piece of information provided on it. The HKMA shall not be liable for any loss or damage suffered as a result of any use or reliance on any of the information provided here.

Grading of beach water quality released

The Environmental Protection Department (EPD) today (August 9) released the latest grading of water quality for 38 gazetted beaches that are open for swimming and one non-gazetted beach (i.e. Discovery Bay*).

Seventeen beaches were rated as Good (Grade 1), 17 as Fair (Grade 2) and five as Poor (Grade 3).

Grade 1 beaches are:

Cheung Chau Tung Wan Beach	Repulse Bay Beach
Chung Hom Kok Beach	South Bay Beach
Clear Water Bay Second Beach	St Stephen's Beach
Discovery Bay	Stanley Main Beach
Hap Mun Bay Beach	Tong Fuk Beach
Hung Shing Yeh Beach	Trio Beach
Kiu Tsui Beach	Turtle Cove Beach
Kwun Yam Beach	Upper Cheung Sha Beach
Lo So Shing Beach	

Grade 2 beaches are:

Anglers' Beach	Lido Beach
Butterfly Beach	Lower Cheung Sha Beach
Cafeteria New Beach	Ma Wan Tung Wan Beach
Cafeteria Old Beach	Middle Bay Beach
Casam Beach	Pui O Beach
Clear Water Bay First Beach	Shek O Beach
Deep Water Bay Beach	Silverstrand Beach
Golden Beach	Ting Kau Beach
Kadoorie Beach	

Grade 3 beaches are:

Approach Beach	Hoi Mei Wan Beach
Big Wave Bay Beach	Silver Mine Bay Beach
Castle Peak Beach	

* Discovery Bay is a non-gazetted beach without lifeguard service.

Compared with the grading released last week, South Bay Beach has been upgraded from Grade 2 to Grade 1, and Silver Mine Bay Beach from Grade 4 to Grade 3. Castle Peak Beach has been changed from Grade 2 to Grade 3.

"The changes are generally within the normal range of fluctuation of the bacteriological water quality of the beaches," an EPD spokesman said.

Under the present grading system, beaches are classified into four grades according to the level of E. coli in the water. Grades are calculated on the basis of the geometric mean of the E. coli counts on the five most recent sampling occasions.

While the ratings represent the general water quality at the beaches, the EPD spokesman reminded members of the public that water quality could be temporarily affected during and after periods of heavy rain. Bathers should avoid swimming at beaches for up to three days after a storm or heavy rainfall.

A summary of beach grades is published weekly before the weekend. The latest beach grades based on the most current data may be obtained from the department's website on Beach Water Quality (www.epd.gov.hk/epd/beach) or the beach hotline, 2511 6666.

Update on dengue fever

The Centre for Health Protection (CHP) of the Department of Health today (August 9) reported the latest number of cases of dengue fever (DF), and strongly urged the public to maintain strict environmental hygiene, mosquito control and personal protective measures both locally and during travel.

From August 2 to 8, the CHP recorded six imported DF cases. The patients had been to Cambodia (two cases), the Philippines (two cases), Malaysia (one case) and Thailand (one case) during the incubation period.

As of yesterday (August 8), 105 cases had been recorded this year, as compared with 56 cases recorded in the same period last year. All the cases recorded in 2019 were imported, mainly from Thailand (19), Cambodia (18) and Malaysia (18).

The CHP has been closely monitoring the latest DF situation in neighbouring and overseas areas. DF is endemic in many tropical and subtropical areas of the world. According to the World Health Organization, some Asian countries are experiencing unusually high numbers of DF cases for this time of year. Detailed information on the latest DF situation in Hong Kong as well as neighbouring and overseas countries and areas this year has been uploaded to the CHP's website (www.chp.gov.hk/files/pdf/df_imported_cases_and_overseas_figures_eng.pdf).

â€œApart from [general measures](#), travellers returning from areas affected by DF should apply insect repellent for 14 days upon arrival in Hong Kong. If feeling unwell, seek medical advice promptly and provide travel details to the doctor," a spokesman for the CHP said.

The public should take heed of the following advice on mosquito control:

- Thoroughly check all gully traps, roof gutters, surface channels and drains to prevent blockage;
- Scrub and clean drains and surface channels with an alkaline detergent compound at least once a week to remove any deposited mosquito eggs;
- Properly dispose of refuse, such as soft drink cans, empty bottles and boxes, in covered litter containers;
- Completely change the water of flowers and plants at least once a week. The use of saucers should be avoided if possible;
- Level irregular ground surfaces before the rainy season;
- Avoid staying in shrubby areas; and
- Take personal protective measures such as wearing light-coloured long-sleeved clothes and trousers and apply insect repellent containing DEET to clothing or uncovered areas of the body when doing outdoor activities.

DEET-containing insect repellents are effective and the public should take heed of the tips below:

- Read the label instructions carefully first;
- Apply right before entering an area with risk of mosquito bites;
- Apply on exposed skin and clothing;
- Use DEET of up to 30 per cent for pregnant women and up to 10 per cent for children*;
- Apply sunscreen first, then insect repellent; and
- Re-apply only when needed and follow the instructions.

* For children who travel to countries or areas where mosquito-borne diseases are endemic or epidemic and where exposure is likely, those aged 2 months or above can use DEET-containing insect repellents with a DEET concentration of up to 30 per cent.

The public should call 1823 in case of mosquito problems and may visit the following pages for more information: the DF page of the [CHP](#) and the [Travel Health Service](#), the latest [Travel Health News](#), [tips for using insect repellents](#), and the CHP [Facebook Page](#) and [YouTube Channel](#).

Draft Sai Ying Pun & Sheung Wan Outline Zoning Plan amended

The Town Planning Board today (August 9) announced amendments to the draft Sai Ying Pun & Sheung Wan Outline Zoning Plan (OZP).

The amendments mainly involve the incorporation of the area covered by the approved Urban Renewal Authority Staunton Street/Wing Lee Street Development Scheme Plan (DSP) No. S/H3/URA1/4 into the OZP; zoning of the DSP area mainly as "Other Specified Uses" ("OU") annotated "Cultural, Community, Commercial and Open Space Uses", "OU" annotated "Residential, Institutional and Commercial Uses" and "Residential (Group C)" ("R(C)"); rezoning the Wing Lee Street area from "Comprehensive Development Area" ("CDA") to "OU" annotated "Residential, Institutional and Commercial Uses"; rezoning of a site at 72 Staunton Street from "R(C)" and "Residential (Group A)" ("R(A)") to "R(A)25"; rezoning of sites at Tak Sing Lane from "Open Space", "R(A)8" and area shown as "Pedestrian Precinct/Street" ("PPS") to "R(A)24" and area shown as "PPS"; and stipulation of building height restrictions for various land use zones. Opportunity is also taken to amend the Notes and Explanatory Statement of the OZP to reflect the above amendments and to update the general information of various land use zones and the planning circumstances, where appropriate.

The draft Sai Ying Pun & Sheung Wan OZP No. S/H3/33, incorporating the amendments, is now available for public inspection during office hours at (i) the Secretariat of the Board, (ii) the Planning Enquiry Counters, (iii) the Hong Kong District Planning Office and (iv) the Central and Western Home Affairs Enquiry Centre.

Any person may make written representations in respect of the amendments to the Secretary of the Town Planning Board on or before October 9. Any person who intends to make a representation is advised to read the revised Town Planning Board Guidelines No. 29B on "Submission and Publication of Representations, Comments on Representations and Further Representations under the Town Planning Ordinance" (TPB PG-No. 29B) promulgated in November 2018 and taking effect in 2019.

Submission of a representation should comply with the requirements set out in TPB PG-No. 29B. In particular, the representer should take note of the following:

- * If the representer fails to provide his/her full name and the first four alphanumeric characters of his/her HKID card/passport number as required under TPB PG-No. 29B, the representation submitted shall be treated as not having been made; and
- * The Secretariat of the Board reserves the right to require the representer to provide identity proof for verification.

The Guidelines and the submission form are available at locations (i) and (ii) above and the Board's website (www.info.gov.hk/tpb).

Copies of the draft Sai Ying Pun & Sheung Wan OZP are available for sale at the Map Publications Centres in North Point and Yau Ma Tei. The electronic version of the plan can be viewed at the Town Planning Board's website (www.info.gov.hk/tpb).