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HKMA and banking industry fully assist residents affected by fire in Tai Po

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

The Hong Kong Monetary Authority (HKMA) and the Hong Kong Association of Banks (HKAB) express profound grief over the No. 5 alarm fire at Wang Fuk Court in Tai Po yesterday (November 26) and extend the deepest condolences to the deceased, injured and the families affected. The HKMA and the HKAB are maintaining close communication to ensure that the banking industry can provide as much support as possible to those impacted by the incident.

The HKMA and the HKAB have called on the banking industry to exercise discretion and provide flexibility to assist those affected - for example, by helping them access liquid funds, prioritising and expediting the process of banking document replacement, offering repayment grace periods and waivers of penalties and service charges, and increasing manpower in Tai Po branches to ensure timely support for the affected residents in the district.

The HKMA and the HKAB will continue to closely monitor the development of the situation and co-ordinate with the industry to address the affected families' needs for urgent banking services and liquidity.

Ends/Thursday, November 27, 2025

Issued at HKT 17:25

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