

27 January 2017

Important Notes on Precautions of Bogus Voice Message Phone Calls, SMS Messages, Fake E-mails and Fraudulent Bank Websites

Bank of China (Hong Kong) Limited (“BOCHK”) would like to remind its customers to stay vigilant to voice message phone calls and SMS messages purportedly from BOCHK, fake e-mails and fraudulent bank websites, etc. Customers are advised to protect their personal information at all times.

In this regard, BOCHK wishes to alert its customers to the following important notes:

1. BOCHK will not require customers to provide sensitive personal information (including login and one-time passwords) through phone calls, SMS messages or e-mails. Customers should not disclose their personal information to any suspicious callers or third parties.
2. BOCHK will not notify customers of any irregularities or suspension of their bank or credit accounts, and request customers to input their personal information or contact bank staff for identity verification through any pre-recorded voice messages or e-mails. Customers are reminded not to solely rely on the incoming call display, sender’s name in the message, e-mail address, website address or message content to identify the caller/sender. Customers are also reminded not to merely follow the telephone number or hyperlink provided in the message to contact the bank or disclose their information according to the instructions therein.
3. Customers should verify any phone calls, SMS messages, e-mails or website addresses purporting to be from BOCHK by calling BOCHK’s Customer Service Hotline at (852) 3988 2388 (you may also find BOCHK hotline numbers at the back of ATM/credit cards or on BOCHK website) or visit any of our branches for enquiry. Customers who may have disclosed their personal information to any suspicious person, should immediately contact BOCHK or directly contact the Hong Kong Police Force.
4. To access the Internet Banking or Mobile Banking Service, customers should type the website of BOCHK (www.bochk.com) directly into the browser address bar.

They should not log into the Internet Banking or Mobile Banking through any hyperlinks embedded in e-mails from unknown sources.

5. If customers do not wish BOCHK to use their personal data or provide it to any third party for the purpose of direct marketing, they may exercise their opt-out right by calling our Customer Service Hotline or visiting any of our branches.

For the security information of Internet Banking, please browse
www.bochk.com/en/security.html.

Bank of China (Hong Kong) Limited