

6 August 2017

Statement on Fraudulent SMS Message

Bank of China (Hong Kong) (“BOCHK”) wishes to alert customers and the general public to stay vigilant to fraudulent SMS message claiming that the recipients’ bank accounts have been locked. The recipients were asked to click on the hyperlink embedded in the message leading to phishing website <http://activation-bochk.com/cgi> intended to steal customers’ information, such as Internet Banking user name, password and credit card information. BOCHK clarifies that it has no connection with this fraudulent SMS message. Meanwhile, BOCHK has informed the Hong Kong Monetary Authority and the Hong Kong Police Force about the case.

Anyone who has received the fraudulent SMS message, clicked the embedded hyperlink and provided his or her personal information should immediately call BOCHK Customer Service Hotline (852) 3988 2388 (press 4, 1 and 3 after selecting the language) and contact the Hong Kong Police Force. To verify any phone calls, e-mails, website addresses or mobile applications purporting to be from BOCHK, the public can also call the above Customer Service Hotline and then press 8 after selecting the language, to contact our staff directly.

Under no circumstances would BOCHK send out e-mails or SMS messages, or call customers asking them to call back or log into the website/Mobile Banking for system upgrade, or to provide or verify their personal information (including their passwords). To safeguard customers online banking security, BOCHK will arrange customers to change their password by phases. Customers are required to change their password to login Internet Banking / Mobile Banking. When conducting transactions through electronic channels, customers are advised to type the website address of BOCHK (www.bochk.com) into the browser address bar, or download the BOCHK Mobile Application from official App stores or trustworthy sources, for access to their Internet Banking or Mobile Banking accounts. Customers should not access such accounts or provide their personal information (including their passwords) through any hyperlinks or attachments embedded in e-mails or from websites. For security information of our electronic banking services, please browse www.bochk.com/en/security.html.

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About Bank of China (Hong Kong) Limited

Bank of China (Hong Kong) Limited (“BOCHK”) is a leading commercial banking group in Hong Kong with strong market positions in all major businesses. We have the most extensive local branch network and diverse service platforms, including 197 branches, efficient e-channels of over 1,000 self-service machines, as well as Internet and Mobile Banking services. We offer a comprehensive range of financial, investment and wealth management services to personal, corporate and institutional customers. In accordance with the strategic plan of BOC Group, we have been driving our regional development through the acquisitions of Bank of China Limited’s (“BOC”) institutions in Southeast Asia and the establishment of a Brunei Branch. We are actively expanding our business in Southeast Asia and transforming BOCHK into a regional bank.

BOCHK is one of the three note-issuing banks and the sole clearing bank for Renminbi (“RMB”) business in Hong Kong. With our strong RMB franchise, we are the first choice of customers in this business. Through the deep collaboration with our parent bank, BOC, we provide a full range of high quality cross-border services to multinationals, cross-border customers, Mainland enterprises going global, central banks and super-sovereign organisations.

BOC Hong Kong (Holdings) Limited, BOCHK’s holding company, is one of the largest listed companies on the main board of the Stock Exchange of Hong Kong, with stock code “2388” and ADR OTC Symbol “BHKLY”.