

20 June 2018

Statement on phishing email and fraudulent website

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to a phishing email claimed to be sent by BOCHK. The phishing email requests customers to click the embedded link and access to a fraudulent website. With the design similar to the official Internet Banking login page of BOCHK, the fraudulent website intends to steal customers’ personal data such as Internet Banking account name, login password, mobile phone number and the one-time password sent to the mobile phone. BOCHK declares that it has no connection with the phishing email. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

Customers are advised not to click on the link in the phishing email. Under no circumstances would BOCHK send out e-mails or SMS messages containing embedded links to the logon page of BOCHK Internet banking, or call customers asking them to call back or log into any website/Mobile Banking to provide or verify their personal information (including their passwords). Anyone who has logged into the webpage and provided his or her personal information should immediately call BOCHK Customer Service Hotline (852) 3988 2388 (press 4, 1 and 1 after language selection).

Below are the screen captures of the phishing email and fraudulent website:

寄件人: Bank of China Hong Kong <pace@zeeshanpromop.space>

日期: 2018年6月20日 上午11:14:50 [GMT+8]

標題: 在您的帳戶警報消息

尊敬的客戶,

您收到一封新郵件.

要查看此信息, [登錄到網上銀行](#), 並查看消息.

謝謝,

Michelle L
中國銀行(香港)

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ENG 繁體 A A A 聯絡我們

登入香港网上银行

已登记 / 办理网上银行服务

网上银行号码 / 用户名

网上银行密码

验证码 **4pX8**

[更新图像](#) 

[申请办法](#)

若阁下忘记网上银行号码 / 用户名, 重置网上银行密码。

重要提示

全新的「流动保安密码」现已推出, 为您的网上银行带来更轻松便捷的经验, 只要以流动装置下载本行的流动应用程序及进行简单的启动步骤便可即时使用, 进行「[绑定支票](#)」, 更轻松、[重置支票](#)。

最新消息


为加强对客户的保障, 由2018年4月22日起, 客户必须使用双重认证方可于网上或手机银行进行「指定投资交易」, [详情](#)

中银香港全新手机银行已经推出, 请立即更新, 体验崭新界面及便捷服务! [详情](#)

客户请通过账户所属银行的网上银行办理交易。
 南洋商业银行网址: <http://www.ncb.com.hk>
 集友银行网址: <http://www.chiyubank.com>

客户如使用流动电话登入网上/手机银行, 请定期透过官方软件应用商店或本网站下载并安装流动应用程序、手机操作系统及浏览器的最新版本。切勿尝试安装来源不明的软件/应用程序。如发现任何可疑的程式, 切勿尝试下载, 登入及应即时停止操作, 同时, 切勿使用已被破解的iPhone或Android流动电话尝试登入网上/手机银行, 以防潜在保安漏洞。 [详情](#)

请定期更改并使用保安程度较高的登入密码。切勿透过任何电子邮件提供的超连结登入网上银行及手机银行服务。避免使用公用电脑或无线网络登入网上银行及手机银行。如有怀疑, 切勿按按可疑网页上的指示操作或输入任何资料, 并请即致电本行客户服



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[在線對賬](#) | [設定程式](#) | [直達](#) | [我的捷徑](#)


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[帳戶設定](#) | [數碼設定](#) | [保安設定](#) | [境外自動櫃員機提款設定](#) | [信用卡每月網上消費限額設定](#) | [中銀卡App內購買限額設定](#) | [宣傳計劃](#) | [更改密碼](#) | [更改個人資料](#) | [更改自我證明](#) | [版面設定](#) | [設定用戶名稱](#) | [手機銀行設定](#)

更新您的手機號碼

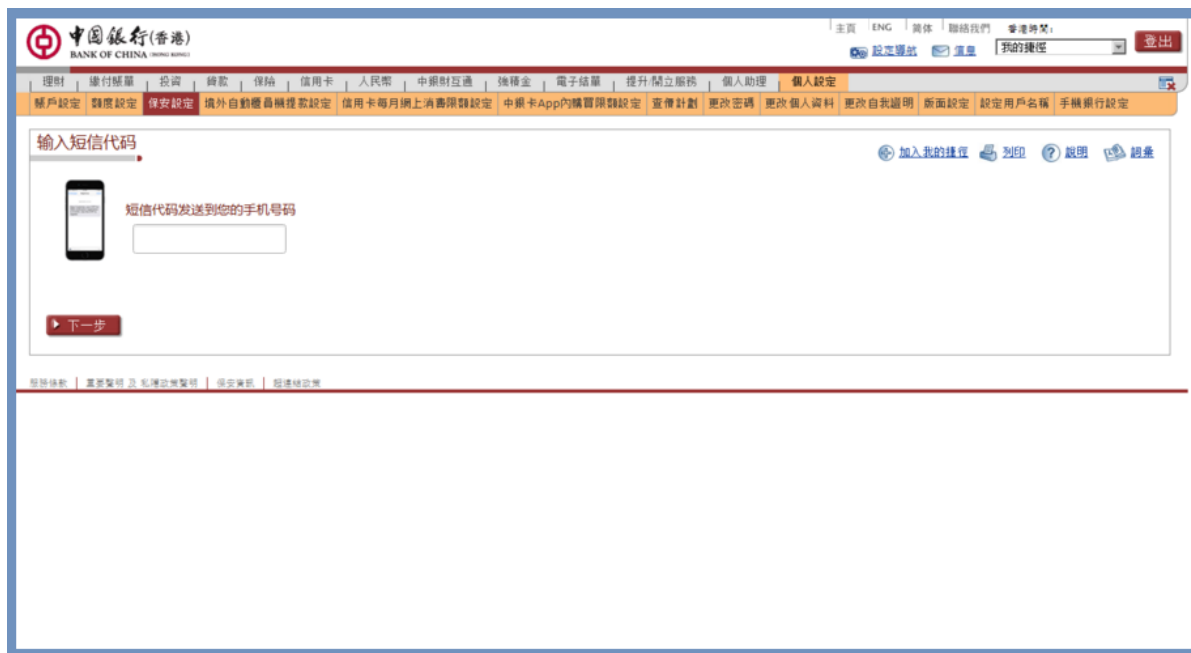
[加入我的捷徑](#) [列印](#) [說明](#)

通訊資料

為確保閣下留存本行的資料正確無誤, 請即更新以下標記為  的資料。

電話號碼輸入格式	國家編碼	地區編碼	電話號碼
流動電話號碼#	<input type="text"/>	<input type="text"/>	<input type="text"/>

[服務條款](#) | [隱私聲明](#) | [私隱政策聲明](#) | [保安聲明](#) | [服務時差](#)



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, QR Codes or attachments embedded in e-mails or from websites. For security information of our electronic banking services, please browse <http://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 in Hong Kong, including approximately 200 branches, more than 250 automated banking centres, 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. To implement the overseas development strategy of BOC Group, we strive to drive our regional development by expanding our business in the Southeast Asian region. Our branches and subsidiaries have been extended to Southeast Asian countries such as Malaysia, Thailand, Indonesia, Cambodia, Brunei, Vietnam and the Philippines, with the provision of professional and high-quality financial services to local customers. We will also expedite our development into a top-class, full-service and internationalised 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”.