

22 June 2018

### Statement on phishing email

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to a phishing email purported to be sent by BOCHK. The phishing email sent out by Bank Of China. <info@ bocb.hk.com> requests customers to click the embedded link and access to a fraudulent website which intends to steal customers’ personal data. 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 is the screen capture of the phishing email:



回覆 全部回覆 轉寄

BO 22/6/2018 (週五) 10:24  
Bank Of China. <info@bocb.hk.com>  
新消息通知。

收件者

 中國銀行(香港)  
BANK OF CHINA (HONG KONG)

尊敬的客戶，

請注意，我們已經更新了我們的在線功能並添加了一些新的安全密鑰，因此您有權更新我們的帳戶信息。

請點擊 <https://xxx.xxx.com/secure/update> 以激活您帳戶中的新安全功能，您將為移動設備添加雙重安全保護措施，使您的帳戶免受攻擊。如果不遵循此說明，可能會導致您的帳戶暫時失效。請注意，如果您未更新帳戶，我們將不會對您帳戶中的任何遺失或失竊負責。

感謝您與我們的銀行業務。

最好的祝福，

中國銀行。

When conducting transactions through electronic channels, customers are advised to type the website address of BOCHK ([www.bochk.com](http://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”.