

27 July 2018

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

BOC Credit Card (International) Ltd. (“BOCCC”) would like to remind its customers to stay vigilant to voice message phone calls and SMS messages purportedly from BOCCC, fake e-mails and fraudulent websites, etc. Customers are advised to protect their personal information at all times.

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

1. BOCCC will not require customers to provide sensitive personal information (including login and one-time passwords) through phone calls, SMS messages or emails. Customers should not disclose their personal information to any suspicious callers or third parties.
2. BOCCC will not notify customers of any irregularities or suspension of their credit card accounts, and request customers to input their personal information or contact its 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 BOCCC 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 BOCCC by calling Customer Service Hotline at (852) 3988 2388 (you may also find BOCCC hotline numbers at the back of credit cards or on website). Customers who may have disclosed their personal information to any suspicious person, should immediately contact BOCCC or directly contact the Hong Kong Police Force.
4. To access BOC Credit Card Online Services, customers should type the website of BOCCC (www.bochk.com/creditcard) directly into the browser address bar. They should not log into the online services through any hyperlinks embedded in emails from unknown sources.
5. If customers do not wish BOCCC to use their personal data or provide it to any third



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party for the purpose of direct marketing, they may exercise their opt-out right by calling our Customer Service Hotline.

Press [here](#) to watch the TV Announcement in the Public Interest (API) jointly produced by the Hong Kong Monetary Authority and the Hong Kong Association of Banks and relevant materials to understand how to safeguard yourself from bogus calls purported from banks.

For the security information of BOC Credit Card Online Services, please browse www.bochk.com/creditcard/eng/boci_security.html.

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