

Notice of Internet Banking Security

Bank of China (Hong Kong) (“BOCHK”) would like to remind its customers and the general public to stay alert to a fake pop-up window during their Personal Internet Banking login. This fake pop-up window requests customers to enter credit card information such as card number, expiry date and the card verification code.

BOCHK wishes to reiterate that BOCHK’s Internet Banking login process does not require customers to enter any credit card information or other personal data, including but not limited to Hong Kong identity card number, date of birth, etc.

Customers are reminded to stay vigilant of any unusual login webpage during their Internet Banking login process (such as unusual pop-up window and/or the unusually slow computer response). If customers find any webpage suspicious, they should not follow its instruction or input any information and should close the browser immediately. Customers who discover any unauthorised transactions in their bank accounts or have any query relating to Internet Banking Service should call BOCHK Customer Service Hotlines (852) 3988 2388 (Personal Customers)/ (852) 3988 2288 (Corporate Customers).

To ensure Internet Banking security, customers should install firewall and anti-virus software in their personal computers and keep them up-to-date. They should also avoid visiting or downloading software from suspicious websites, and be wary of opening attachments in emails from unfamiliar sources.