

3 August 2018

Important Notice on Precautions against Unauthorized Telemarketing Activities

Bank of China (Hong Kong) Limited (“BOCHK”) would like to remind its customers to remain vigilant against telesales calls from callers who claim to be from BOCHK. BOCHK has not authorized or appointed any intermediaries to conduct telemarketing activities for promotion of personal lending (including but not limited to mortgage loan, personal loan or tax loan). If there is any doubt, customers should not disclose their personal information to any suspicious callers or third parties but record the caller’s identity and contact details and verify any phone calls, SMS messages, e-mails or website addresses purporting to be from BOCHK by calling BOCHK’s Customer Service Hotline at (852) 3988 2388 (you may also find BOCHK hotline numbers at the back of ATM/credit cards or on BOCHK website) or visiting any of our branches. Customers who may have disclosed their personal information to any suspicious person should immediately contact BOCHK or directly contact the Hong Kong Police Force.

Bank of China (Hong Kong) Limited