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## **Notification of BOCHK Internet/Mobile Banking Security Tips**

To safeguard your Internet/Mobile Banking security, please pay attention to the following security tips to prevent fraud.

- Please keep your password properly. Do not disclose your Internet Banking username and password to anyone. You should also avoid disclosing your personal information to anyone (e.g. HKID/passport number and date of birth, etc.).
- Please memorise your password. Do not record the password in any way without covering it.
- Please change your password regularly.
- Do not use easy-to-guess characters as your password (e.g. name, date of birth, HKID/passport number, etc.) and avoid selecting the same password you have used for accessing other web services.
- You can choose to log in Internet Banking with Security Device or Mobile Token to enhance security.
- Please be reminded to stay vigilant to anything abnormal when logging in Internet Banking. In case of doubt, do not follow the instructions of the suspicious web page or input any data. You are advised to close the window and contact us immediately.
- Do not access Internet Banking through a shared computer or public wireless network.
- You should access Internet Banking through the Company's official websites. Please do not log in Internet Banking through hyperlinks in any email, SMS, QR code, search engine, social networking platform or any third-party website or mobile app not authorised by us. For enquiry, please contact us immediately.
- For security reasons, do not use jailbroken or rooted mobile devices.
- To ensure secure transactions, please download BOCHK Mobile Application from official application stores or BOCHK website, to log in Mobile Banking.
- If you suspect that your passwords or two-factor authentication tools have been used by an unauthorised party, or find any unauthorised transactions associated with your account, please contact us immediately.

For details, please visit the "Security Information" section of our website at [www.bochk.com](http://www.bochk.com). For enquiry, please call our Customer Service Hotline (852) 3988 2388.

**Bank of China (Hong Kong) Limited**