

15 May 2020

Statement on SMS

Bank of China (Hong Kong) (“BOCHK”) has sent a notification via SMS to some of its customers during the period from 8 to 14 May 2020, reminding them to reactivate their BOCHK mobile app and prepare for registration for the \$10,000 cash payout disbursed by the SAR Government.

The Bank has taken note of rumours alleging that the SMS is fraudulent with the intention of stealing customers' WhatsApp account and contacts' information.

The Bank would like to remind customers that the URL of the official website provided in its SMS starts with <https://www.bochk.com> and its customer service hotline is 3988 2388. BOCHK would like to reiterate that customers' personal information would not be collected or requested via SMS.

For enquiry, please call BOCHK Customer Service Hotline at 3988 2388. After language selection, please press 4, 1 and 3 to contact our staff.

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