

26 June 2020

Statement on Bogus Phone Calls

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to bogus phone calls purported to be from BOCHK Customer Service Hotline or branches. These calls have the intention of stealing customers’ personal data.

Scammers may use the caller ID to masquerade as phone calls from BOCHK Customer Service Hotline (+852 3988 2388) or branches. These bogus calls have a “+” sign before the phone number on the caller ID display, indicating that they come from outside of Hong Kong. The callers would use different tactics, such as claiming that customers have filled in incorrect information when registering for the Cash Payout Scheme, or that customers’ credit cards carry an outstanding balance or have been stolen. In the process, customers would be asked to press keys that direct them to a phone operator or someone who claims to be from law enforcement departments asking to verify customers’ identity. These calls intend to steal customers’ data, such as name, Hong Kong Identity Card number, date of birth, Internet Banking account and password, credit card number, etc. BOCHK declares that it has no connection with these bogus phone calls. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

BOCHK reiterates that it would not call customers to ask for personal data such as Internet Banking account number / user name and any passwords, nor would it call via pre-recorded messages to inform customers that their accounts are in abnormal status or to ask customers to press keys in the process. If BOCHK needs to call customers who are in Hong Kong, there will not be a “+” sign before the number on the caller ID display. BOCHK would like to remind customers that they should not rely only on the incoming call display to establish the identity of the caller.

If customers are concerned that they may have received the aforesaid bogus phone calls and provided personal data, he / she should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 8 after language selection). If needed, please contact the Hong Kong Police Force’s Anti-Scam Hotline at 18222.

Bank of China (Hong Kong) Limited