

4 August 2020

### **Statement on phishing email and fraudulent website**

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to a phishing email sent by BOCHK (HONG KONG) <info@bankofchinahk.com> and the following fraudulent website:

<http://a0459724.xsph.ru/log.html>

The fraudulent website and email intend to steal customers’ data, such as internet banking user name, password and one-time password. BOCHK declares that it has no connection with the fraudulent website and phishing email. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

BOCHK advises its customers to verify any emails that claim to be sent from BOCHK. Please delete suspicious emails and attachments immediately without opening them. When conducting transactions through electronic channels, customers are advised to access their Internet Banking or Mobile Banking accounts by typing the website address of BOCHK ([www.bochk.com](http://www.bochk.com)) directly into the browser address bar, or through the BOCHK Mobile Application downloaded from official App stores or reliable sources. Customers should not access such accounts or provide personal information (including passwords) through hyperlinks, QR codes or attachments embedded in e-mails or on websites. For more security information about BOCHK’s electronic banking services, please visit [www.bochk.com/en/security.html](http://www.bochk.com/en/security.html).

Customer who suspected receiving the phishing email and provided personal information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 4, 1 and 1 after language selection).

Below is the screenshot of the phishing email (Simplified Chinese Only):



Below are the screenshots of the fraudulent website (Simplified Chinese Only):





**登入香港网上银行**

请输入您收到的确认数字以完成安全措施过程。

码

[申请办法](#)

[看阁下忘记网上银行号码 / 用户名, 重置网上银行密码。](#)

**重要提示**

全新的「流动保安编码」, 现已推出, 为您的网上银行带来更轻松便捷的经验。只要以流动装置下载本行的流动应用程序及进行简单的启动步骤便可即时使用。进行「[指定交易](#)」更轻松。 [查询详情](#)

**最新消息**

客户如使用流动电话登入网上/手机银行, 请定期透过官方软件应用商店或本行网站下载并安装流动应用程序、手机操作系统及浏览器的最新版本。切勿尝试安装来源不明的软件/应用程序。如发现任何可疑的程序, 切勿尝试下载、登入及即时停止操作。同时, 切勿使用已被破解的iPhone或Android流动电话尝试登入网上/手机银行, 以防潜在保安漏洞。 [详情](#)

**保安资讯**  如何确保您的网上交易安全稳妥? 请 [按此](#)。

**首次登入或登记**  阁下可使用持有之储蓄 / 支票账户、信用卡账户、网上 / 电话银行账户、电话投资服务或综合账户登记网上银行。

**系统提升时间表**  客户服务热线: +852 3988 2388

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Bank of China (Hong Kong) Limited