

26 November 2020

### **Statement on Fraudulent Websites**

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to the following fraudulent websites, which purported to be BOCHK website and its corporate internet banking platform iGTB NET.

<https://203.184.132.119/>

<http://203.184.132.119/>

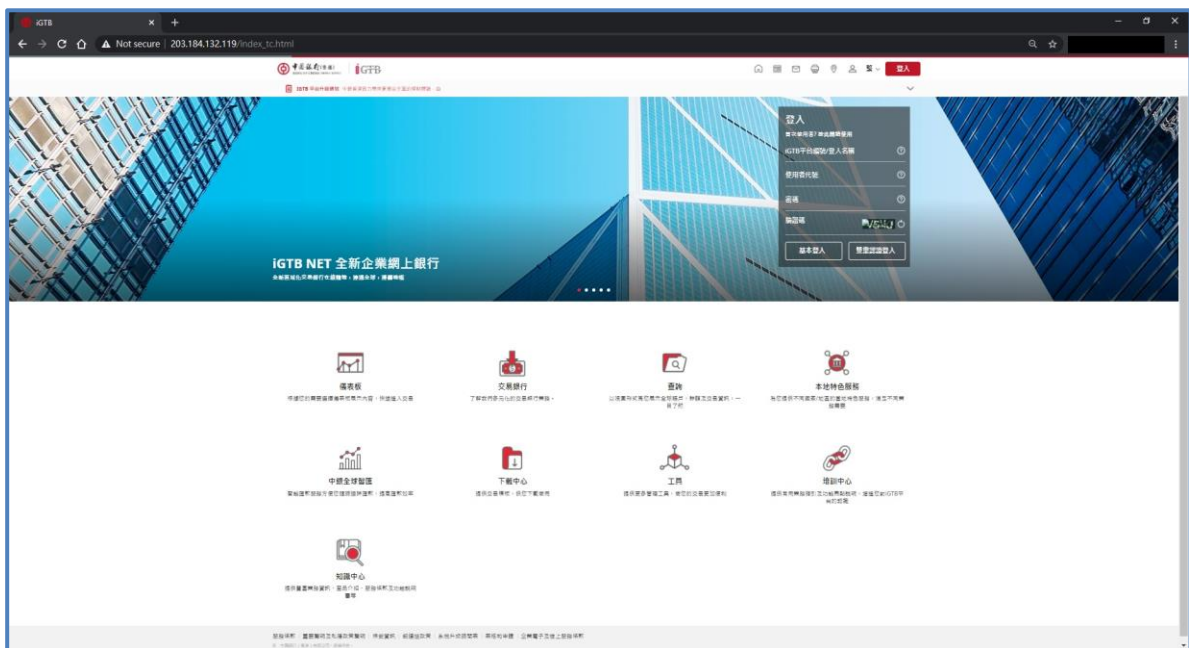
The fraudulent websites intend to steal customers’ data, such as internet banking user name, password and one-time password. BOCHK declares that it has no connection with the fraudulent websites. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

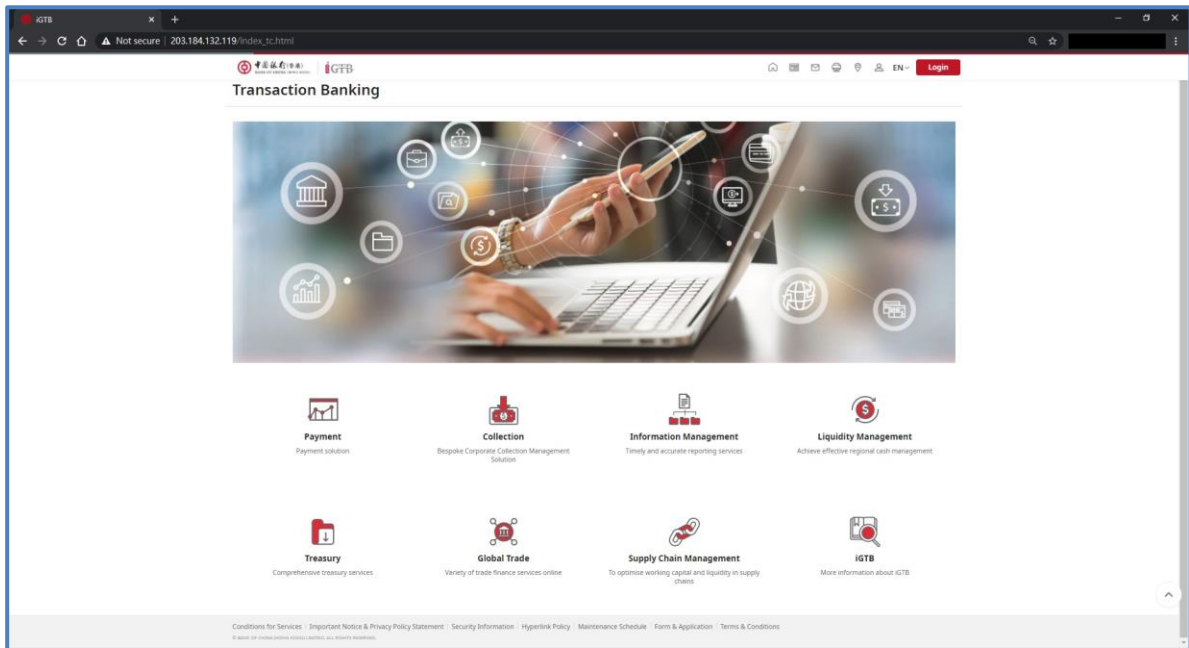
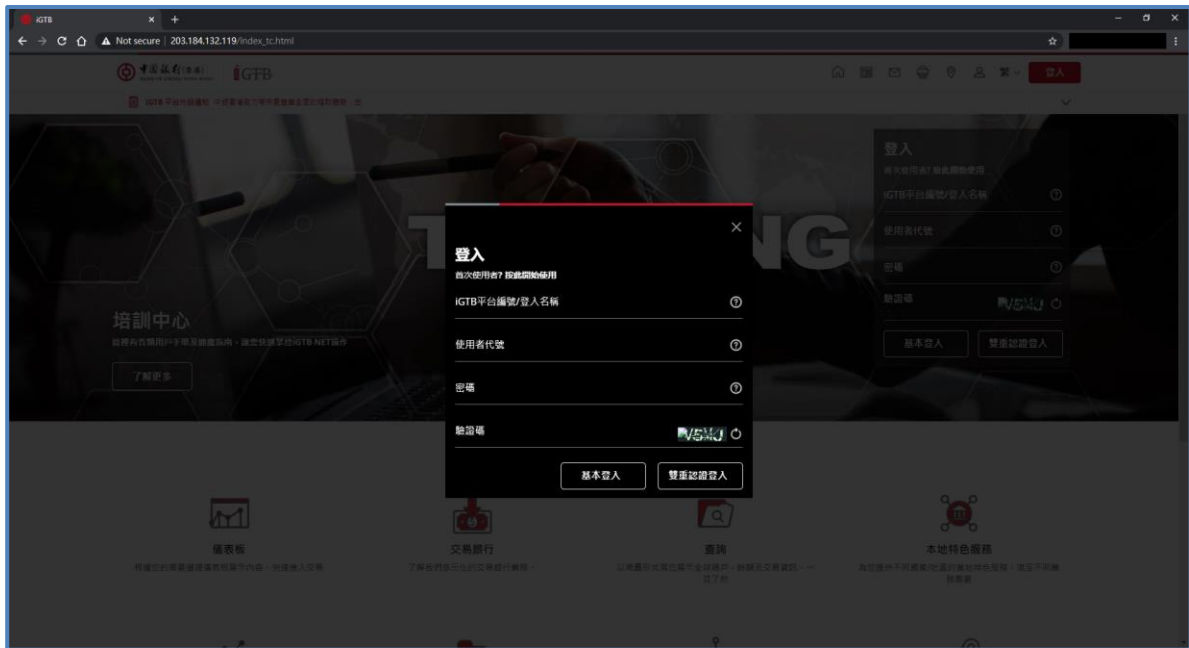
When conducting transactions through electronic channels, customers are advised to access their Internet Banking or Mobile Banking accounts by typing the website address of BOCHK ([www.bochk.com](http://www.bochk.com)) directly into the browser address bar, or through the BOCHK Mobile Application downloaded 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).

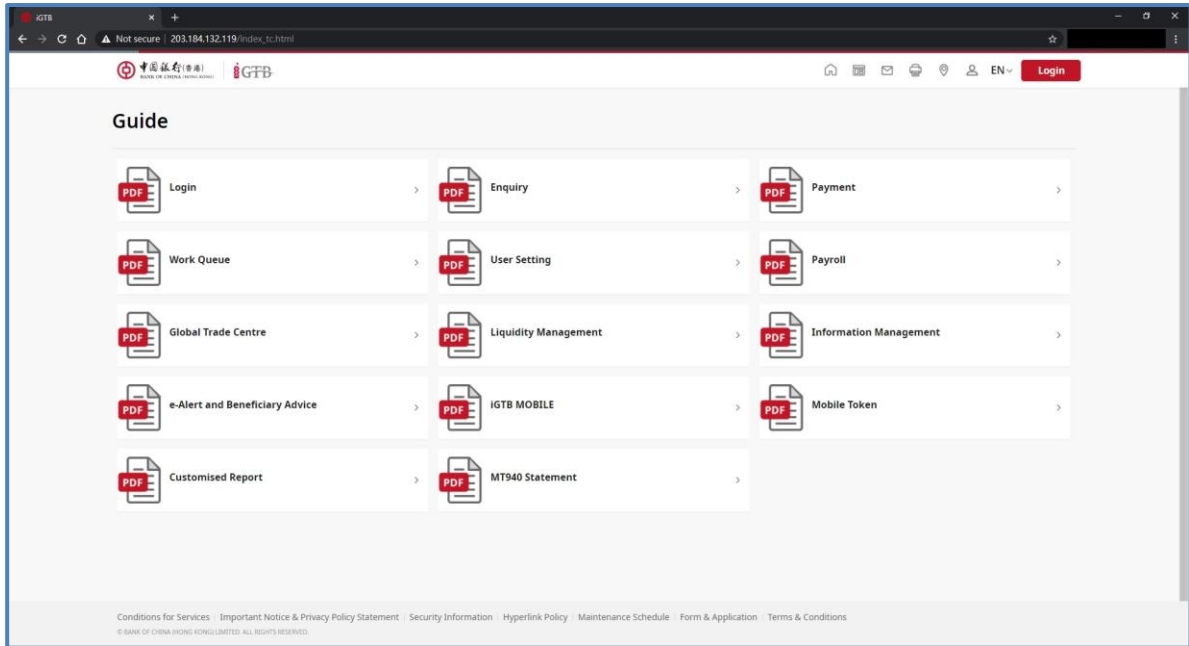
Anyone who has logged into the aforesaid fraudulent websites should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).

Below are the screenshots of the fraudulent websites:







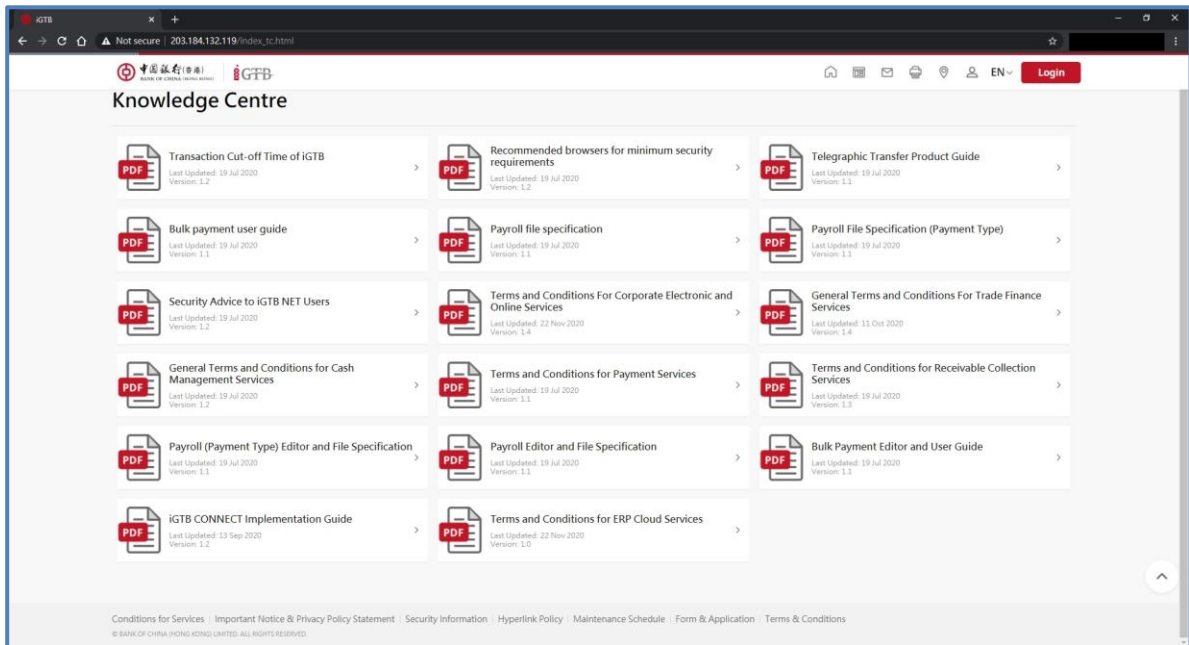


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### Guide

Login	Enquiry	Payment
Work Queue	User Setting	Payroll
Global Trade Centre	Liquidity Management	Information Management
e-Alert and Beneficiary Advice	iGTFB MOBILE	Mobile Token
Customised Report	MT940 Statement	

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### Knowledge Centre

Transaction Cut-off Time of iGTFB Last Updated: 19 Jul 2020 Version: 1.2	Recommended browsers for minimum security requirements Last Updated: 19 Jul 2020 Version: 1.2	Telegraphic Transfer Product Guide Last Updated: 19 Jul 2020 Version: 1.1
Bulk payment user guide Last Updated: 19 Jul 2020 Version: 1.1	Payroll file specification Last Updated: 19 Jul 2020 Version: 1.1	Payroll File Specification (Payment Type) Last Updated: 19 Jul 2020 Version: 1.1
Security Advice to iGTFB NET Users Last Updated: 19 Jul 2020 Version: 1.2	Terms and Conditions For Corporate Electronic and Online Services Last Updated: 22 Nov 2020 Version: 1.4	General Terms and Conditions For Trade Finance Services Last Updated: 11 Oct 2020 Version: 1.4
General Terms and Conditions for Cash Management Services Last Updated: 19 Jul 2020 Version: 1.2	Terms and Conditions for Payment Services Last Updated: 19 Jul 2020 Version: 1.1	Terms and Conditions for Receivable Collection Services Last Updated: 19 Jul 2020 Version: 1.3
Payroll (Payment Type) Editor and File Specification Last Updated: 19 Jul 2020 Version: 1.1	Payroll Editor and File Specification Last Updated: 19 Jul 2020 Version: 1.1	Bulk Payment Editor and User Guide Last Updated: 19 Jul 2020 Version: 1.1
iGTFB CONNECT Implementation Guide Last Updated: 13 Sep 2020 Version: 1.2	Terms and Conditions for ERP Cloud Services Last Updated: 22 Nov 2020 Version: 1.0	

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