

13 January 2021

Statement on Fraudulent Website

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to the following fraudulent website:

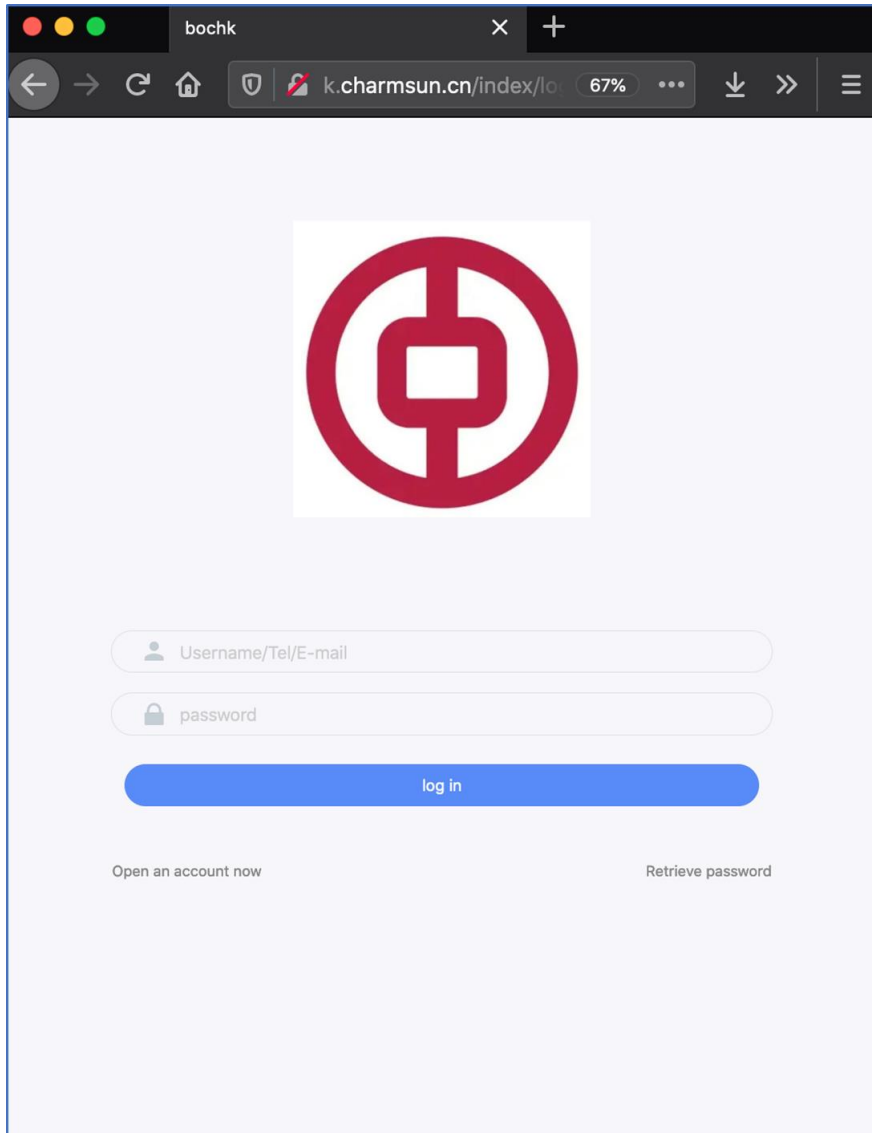
[http:// k.charmsun.cn](http://k.charmsun.cn)

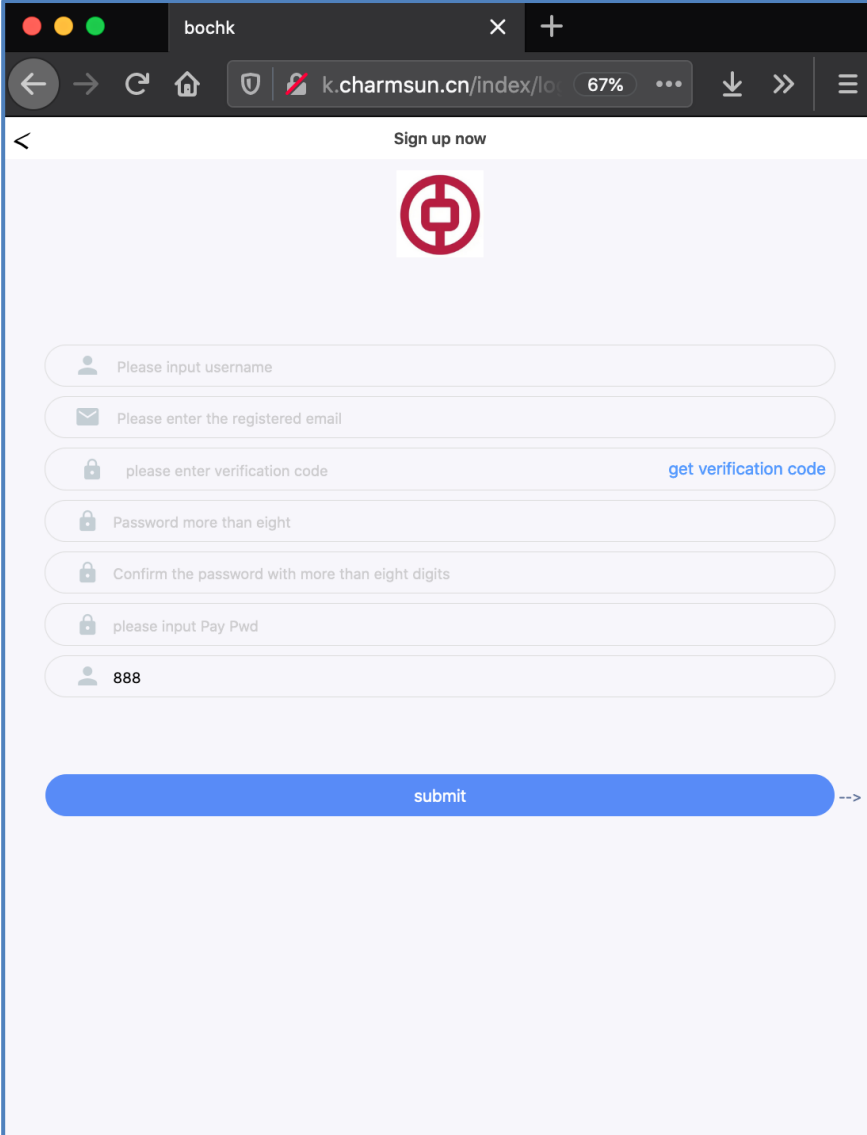
The fraudulent website intends to steal customers’ data, such as internet banking user name/ telephone number/email and password etc. BOCHK declares that it has no connection with the fraudulent website. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police 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) 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.

Customer 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 website:






bochk

k.charmsun.cn/index/lo 67%

Sign up now



Please input username

Please enter the registered email

please enter verification code [get verification code](#)

Password more than eight

Confirm the password with more than eight digits

please input Pay Pwd

888

submit -->

Bank of China (Hong Kong) Limited