

22 January 2021

### Statement on phishing email

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to a phishing email purported to be sent by BOCHK, with email address as follows:

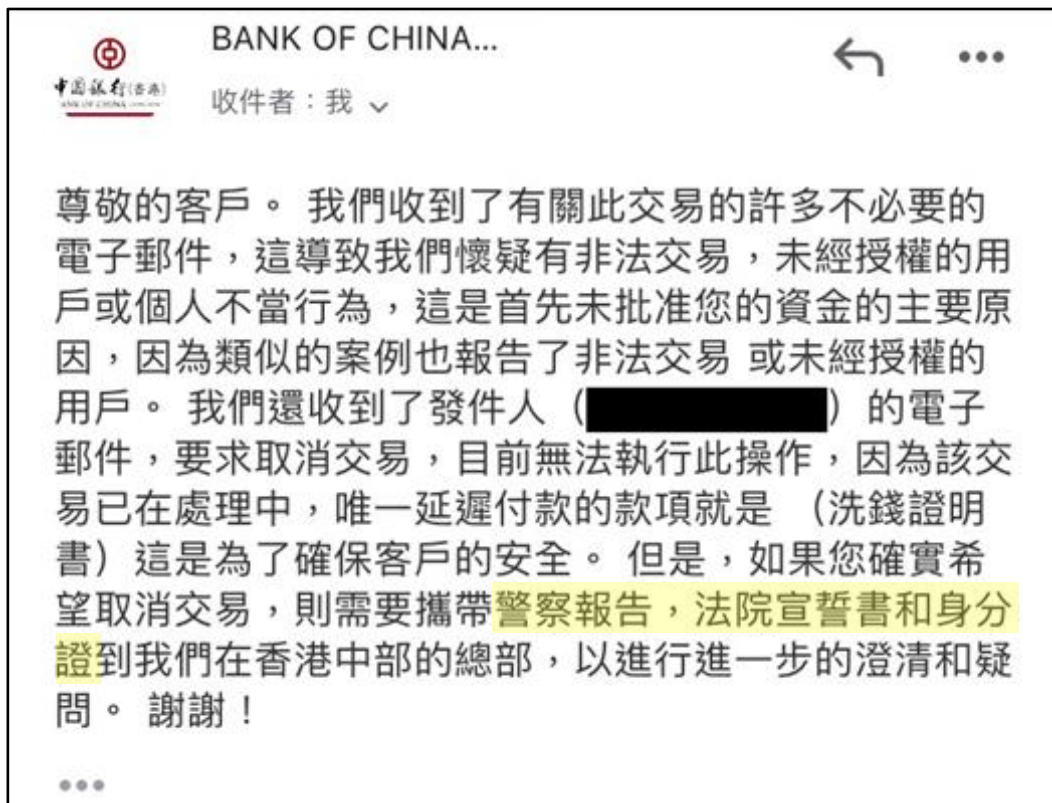
bankofchinahongkong001@ gmail.com

The phishing email intends to swindle customers out of money and identification documents, including HKID card. BOCHK declares that it has no connection with this 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. Customers who have received the aforesaid phishing email and made payments or provided personal information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).

Below are the screenshots of the phishing email (Chinese only):







Bank of China (Hong Kong) Limited