

26 January 2021

Statement on fraudulent website, phishing email and fraudulent mobile application

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to the following fraudulent website, phishing email and fraudulent mobile application purported to be from BOCHK:

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

[abf2055732459 @gmail.com](mailto:abf2055732459@gmail.com)

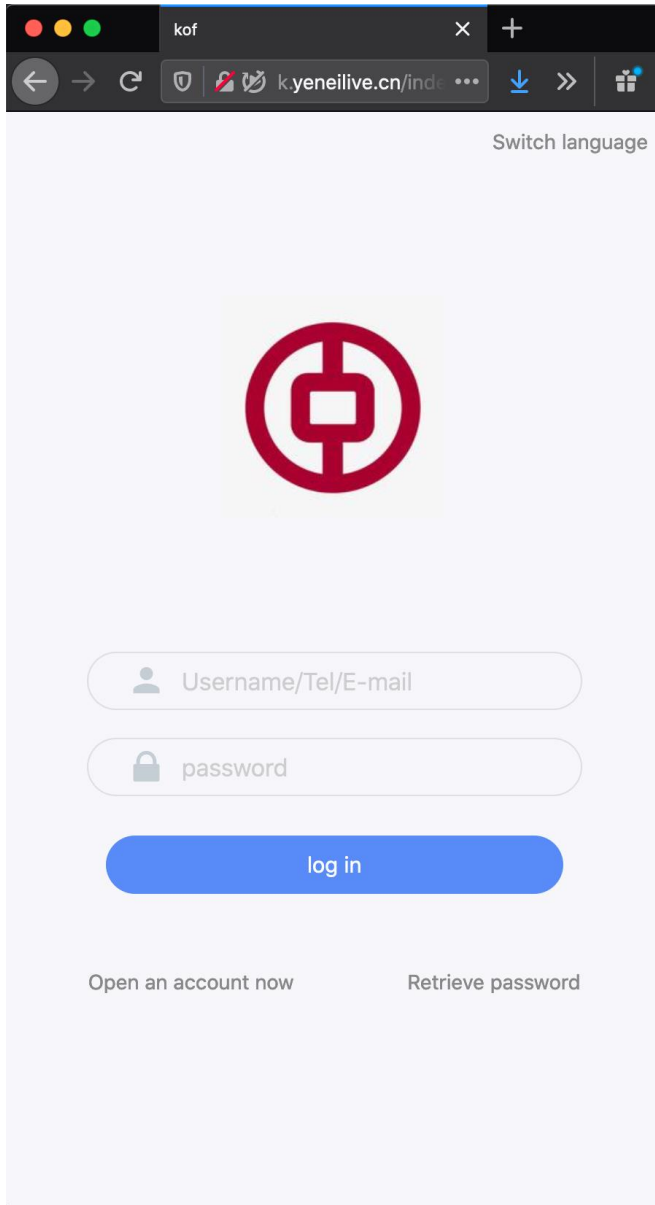
[https:// k.haizhouxinxi88.cn/app.php/MjQwOA==](https://k.haizhouxinxi88.cn/app.php/MjQwOA==)

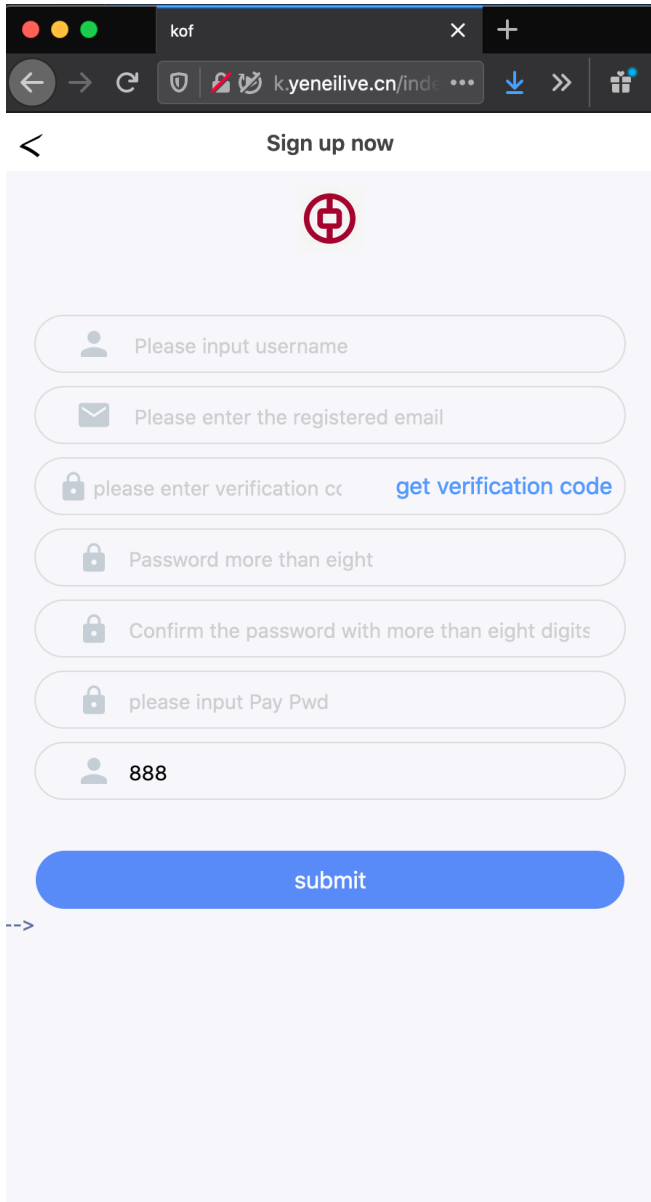
The fraudulent website, phishing email and fraudulent mobile application intend to swindle customers out of money and steal customers’ information, including username, mobile number, email and password. BOCHK declares that it has no connection with the fraudulent website, phishing email and fraudulent mobile application. 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.

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. Also, any customer who has logged into the aforesaid fraudulent website, or has downloaded any fraudulent mobile application through the abovementioned website and has provided personal information, or has conducted any transaction through the fraudulent mobile application, should delete the application immediately, and contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection) and the Police.

Below are the screenshots of the fraudulent website, phishing email and fraudulent mobile application:





来自bochk的验证码(The Verifycode From bochk)



Inbox x



bochk <abf2055732459@gmail.com>
to me ▾

9:28 AM (5 minutes ago)



您的验证码为 : 6780
Your Verifycode Of bochk is:6780

大小 k.haizhouxinxi88.cn



版本：1.0.0 (Build：com.hkex.app)
APP为：iOS (安装包大小：10.7 KB)
更新于：2021-01-25 15:14:11
当前使用：*

若出现灰色图标请点击一下图标并耐心等待

下载安装