

16 February 2021

Statement on phishing SMS and fraudulent website

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to a phishing SMS and fraudulent website, which purported to be BOCHK's website.

<https://bit.ly/3qnDt0X>

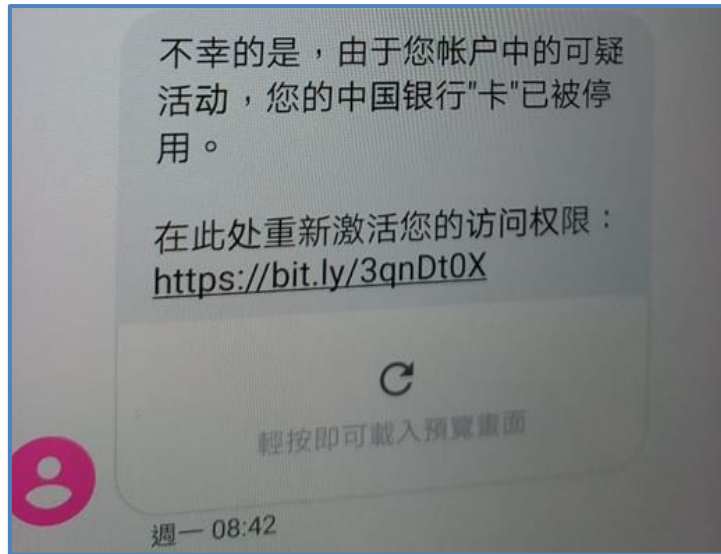
<https://declarationsupply.com/BOC>

The phishing SMS and fraudulent website intend to steal customers' data, such as Internet Banking number/ username, Internet Banking password, cardholder's name, BOC Card/ BOC credit card number, expiry date and card PIN, as well as SMS one-time password. BOCHK declares that it has no connection with the phishing SMS and fraudulent website. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

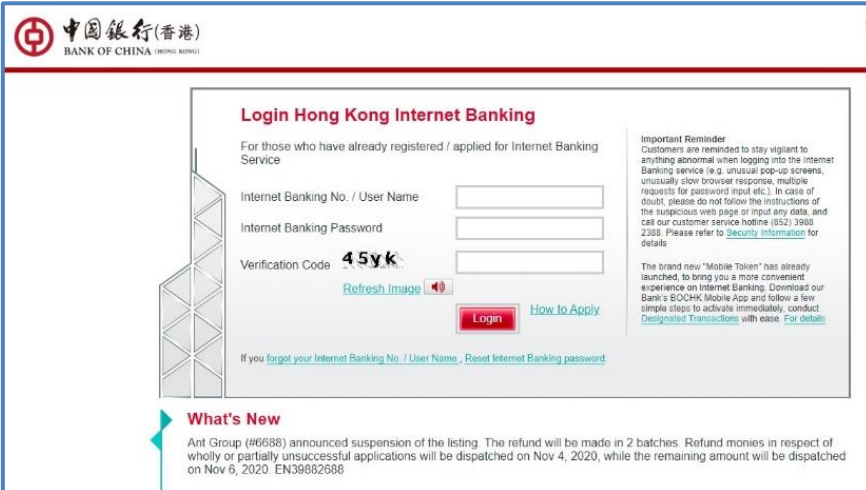
When conducting transactions through electronic channels, customers are advised to access their Internet Banking or Mobile Banking accounts by typing the website address of BOCHK (www.bochk.com) directly into the browser address bar, or through the BOCHK Mobile Application downloaded from official App stores or reliable sources. Customers should not access such accounts or provide personal information (including passwords) through hyperlinks, QR codes or attachments embedded in SMSs, e-mails or on websites. For more security information about BOCHK's electronic banking services, please visit www.bochk.com/en/security.html.

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

Below is the screenshot of the phishing SMS (Chinese only):



Below are the screenshots of the fraudulent website:



中國銀行(香港)
BANK OF CHINA (HONG KONG)

Login Hong Kong Internet Banking

For those who have already registered / applied for Internet Banking Service

Internet Banking No. / User Name

Internet Banking Password

Verification Code [Refresh Image](#)

[How to Apply](#)

If you forgot your Internet Banking No. / User Name, [Reset Internet Banking password](#)

Important Reminder
Customers are reminded to stay vigilant to anything abnormal when logging into the Internet Banking service (e.g. unusual pop-up screens, unusually slow browser response, multiple requests for password input etc.). In case of doubt, please do not follow the instructions of the suspicious web page or input any data, and call our customer service hotline (852) 3988 2388. Please refer to [Security Information](#) for details.

The brand new "Mobile Token" has already launched to bring you a more convenient experience on Internet Banking. Download our Bank's BOCHK Mobile App and follow a few simple steps to activate immediately, conduct [Deauthorized Transactions](#) with ease. For details, please refer to [Mobile Token](#).

What's New
Ant Group (#6688) announced suspension of the listing. The refund will be made in 2 batches. Refund monies in respect of wholly or partially unsuccessful applications will be dispatched on Nov 4, 2020, while the remaining amount will be dispatched on Nov 6, 2020. EN39882686



中國銀行(香港)
BANK OF CHINA (HONG KONG)

Please verify your information

Name On Card

BOC Card / BOC Credit Card linked with bank accounts

Expiry Date

Card PIN

 中國銀行(香港)
BANK OF CHINA (HONG KONG) LIMITED

Verified by
 

Protect Your Card Online

Protect your card against unauthorized use online -at no additional cost. For details, [click here](#)

To use your card, please complete this page. You'll then confirm your own card online.

Amount : 50 HKD\$
Commerce : BOCHK Internet Banking

To confirm the operation, enter the password that we have sent by SMS to your mobile

SMS KEY : (Required)

Bank of China (Hong Kong) Limited