

25 February 2021

### **Statement on phishing SMS messages and fraudulent websites**

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to the following phishing SMS messages (please refer to the screenshots on the next page) and fraudulent websites, which purported to be from BOCHK.

[https : // rb.gy/4aom0u](https://rb.gy/4aom0u)

[https : // bit.ly/37LxrQD](https://bit.ly/37LxrQD)

[http : // www.malaysiamao.com/static/bb/index.html](http://www.malaysiamao.com/static/bb/index.html)

The phishing SMS messages and fraudulent websites intend to steal customers’ data, such as Internet Banking number/ username, password, card number, customer name, ID number, mobile phone number and verification code. BOCHK declares that it has no connection with the phishing SMS messages and 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 SMSs, 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 website and provided their 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 SMS messages (Chinese only):

[中銀香港]系統升級,請您立即綁定用戶  
您未能遵守或履行本行通知您須要  
承擔而導致的所有損失 <https://rb.gy/4aom0u>

[中銀香港]您的帳戶,顯示異常  
請立即綁定用戶,資料否則帳戶將凍結使用  
<https://rb.gy/4aom0u>

[中銀香港]本行通知您異常使用立即  
綁定用戶,未能遵守或履行本行通知  
您須要承擔所有損失 <https://bit.ly/37LxQD>

Below are the screenshots of the fraudulent websites (Chinese only):

 中國銀行(香港)  
BANK OF CHINA (HONG KONG)

歡迎來到中銀香港

網上銀行號碼 / 用戶名稱

---

密碼

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登入


[忘記密碼?](#)

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或

立即更新

開立帳戶

 中國銀行(香港)  
BANK OF CHINA (HONG KONG)

歡迎來到中銀香港

卡號

---

姓名

---


身分證號

---

手機號碼

---

確認

 中國銀行(香港)  
BANK OF CHINA (HONG KONG)

歡迎來到中銀香港

驗證碼

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確認