

27 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) and fraudulent websites, which purported to be from BOCHK.

https: // www.bochkx.com https: // www.bochkn.com https: // www.bochkv.com https: // www.bochkvo.com https: // www.bochkvp.com https: // www.bochkvw.com

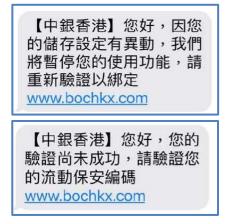
The phishing SMS messages and fraudulent websites intend to steal customers' data, such as Internet Banking number/username, Internet Banking password, and one-time password sent via SMS. BOCHK declares that it has no connection with the phishing SMS messages and fraudulent websites. Meanwhile, the case 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 (<u>www.bochk.com</u>) 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 SMS messages, e-mails or on websites. For more security information about BOCHK's electronic banking services, please visit <u>www.bochk.com/en/security.html</u>.

Anyone who has logged into the aforesaid fraudulent websites 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):



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

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Φ	中国银行(香港) BANK OF CHINA (HONG KONG)			简	体	
	登入香港網上銷	段行				
	已登記 / 辦理網上銀行	i服務				
	網上銀行號碼 / 用戶名	和				
	網上銀行密碼					
	驗證碼 1630					
	更新圖像	9				
		申請	辦法	登入		
	若關下這記網上銀行號碼/用	戶名稱,重設網上銀行密碼。				
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	★ 図 級 行(香港) BANK OF CHINA (INCRE EXCEL) 豊入香港網上銀行 2登記 / 辦理網上銀行 「交易認識放動碼」第	良行 万服務	20004			

Bank of China (Hong Kong) Limited