

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 (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 SMS messages, 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 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):

【中銀香港】您好，因您的儲存設定有異動，我們將暫停您的使用功能，請重新驗證以綁定
www.bochkx.com

【中銀香港】您好，您的驗證尚未成功，請驗證您的流動保安編碼
www.bochkx.com

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

