

3 March 2021

Statement on phishing SMS message and fraudulent websites

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

[https : // bit.ly/ 3bZeuuS](https://bit.ly/3bZeuuS)

[https : // www.malaysiamay.com/static/bb/index.html](https://www.malaysiamay.com/static/bb/index.html)

The phishing SMS message and fraudulent websites intend to steal customers’ data, such as Internet Banking number/username, password, card number, name, ID number, mobile phone number, verification code and one-time security code generated by a mobile token. BOCHK declares that it has no connection with the phishing SMS message 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. BOCHK will update the fraud alerts on the bank’s website from time to time. For details, please visit www.bochk.com/en/aboutus/fraudalert.html. 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 message (Chinese only):

[中銀香港] 您好,本行版本更新 請於3月4日前, 登入進行 驗證否則將 停用您的使用權限
<https://bit.ly/3bZeuuS>

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

登入

[忘記密碼?](#)

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

流動保安編碼

驗證碼

確認

Bank of China (Hong Kong) Limited