

5 March 2021

Important notes on phishing SMS messages and fraudulent websites

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public that fraudsters recently sent out phishing SMS messages that purported to be from BOCHK. Those phishing SMS messages falsely claimed that customers’ account settings were abnormal or their verifications were unsuccessful etc, and requested customers to click on the embedded hyperlinks in the SMS messages to enter personal information, such as Internet Banking number/username, Internet Banking password and one-time password sent via SMS on the fraudulent BOCHK websites for verification or application of three-factor authentication. In an attempt to mislead customers, the hyperlinks of these fraudulent websites appear under different domain names or with slight modifications and variations of the official BOCHK website address www.bochk.com.

BOCHK reiterates that it will not request customers to provide any sensitive personal information, including account number, Internet Banking number/username, Internet Banking password and one-time password, through hyperlinks, QR codes or attachments embedded in SMS messages, e-mails or on websites, and will not contact customers via pre-recorded voice messages.

BOCHK reminds customers to be vigilant against possible scams. 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. 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 websites and provided their information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).

Bank of China (Hong Kong) Limited