

29 March 2021

Important Notes on Bogus Phone Calls and Phone Messages

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to bogus phone calls or phone messages purported to be from BOCHK. These calls and messages have the intention of stealing customers’ personal information or swindling customers out of money.

Recently, some customers have received bogus phone calls or phone messages from fraudsters impersonating the Bank’s staff by providing forged BOCHK’s name cards as proof. Fraudsters falsely claim that they can offer special offers for personal loan, mortgage, credit card applications, etc., and trick customers into providing sensitive personal information such as Hong Kong Identification Card (HKID) number and bank account details for the applications. Fraudsters may ask customers to input personal information in unknown mobile applications / fraudulent websites, or to transfer funds into designated accounts as security deposits.

BOCHK reiterates that it would not ask for sensitive personal information such as bank account details, Internet Banking usernames, login passwords, one-time passwords or credit card numbers through phone calls, emails, SMS messages, hyperlinks, QR codes or attachments, etc. Please stay vigilant and contact the Bank immediately for verification if you receive any suspicious calls, emails and SMS messages.

The Bank reminds customers to be vigilant against possible scams:

- Please carefully protect your personal information. Do not disclose your personal information and passwords, including the SMS one-time password;
- Do not download/install unknown mobile applications, or input any information into unknown mobile applications or websites;
- If you receive a suspicious call purporting to be the Bank’s staff, please stay calm and end the conversation immediately. Please call the Bank’s Customer Service Hotline at (852) 3988 2388 (press 8 after language selection) directly for verification of the caller’s identity;
- If you have provided your information to the caller, you should immediately call the Bank’s Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after



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language selection), and report the call to the Police. If you have disclosed your password, please change it immediately.

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.

Bank of China (Hong Kong) Limited