

15 April 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 on the next page) and fraudulent websites, which purported to be from BOCHK.

<https://www.itssochk.com>

<https://www.itsobochk.com>

In an attempt to mislead customers, the fraudulent websites will appear under different domain names or with slight modifications or variations of the official BOCHK website address [www.bochk.com](http://www.bochk.com) by adding a combination of letters, numbers or symbols. The aforesaid 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 aforesaid 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](http://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 <http://www.bochk.com/en/aboutus/fraudalert.html>. For more security information about BOCHK’s electronic banking services, please visit <http://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，您的服務已被暫停，請登入 [www.itssbochk.com](http://www.itssbochk.com) 重啟您的網上銀行服務功能，如有問題請撥打3988 2388

【中銀香港】您好，您的服務已被暫停，請登入 [www.itsobochk.com](http://www.itsobochk.com) 重啟您的網上銀行服務功能，如有問題請撥打 3988 2388

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



Bank of China (Hong Kong) Limited