

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 .itssbochk.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 <u>www.bochk.com</u> 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) 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 BOCHK's information about 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):



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

	▶ 圆銀行(香港) ANK OF CHINA (MONG KONG)	۳ ۱۱	简体
	登入香港網上銀行		
	已登記 / 辦理網上銀行服務		
	網上銀行號碼 / 用戶名稱		
	網上銀行密碼		
	驗證碼 7865		
	更新圖像 ▲ ● ●	申請辦法 受入	
	若閣下 <u>忘記網上銀行號碼/用戶名穩,重設</u> 結	<u>间上现门驾驶</u> 。	
	(李涵)专用八司,汇级纪史,	您的最佳選	摆
		YOUR PREMIER B	ANK
<u>ወ</u>	電池海域公司・私権が有・ 図級行(香港) NK OF CHINA (Ideos Kono)	YOUR PREMIER B	ANK
<u>ወ</u>	1圆银行(香港)	YOUR PREMIER B	ANK
<u>ወ</u>	图。级行(香港) NNK OF CHINA (IRONG KONG)	YOUR PREMIER B	ANK
<u>ወ</u>	P 圆 级 行(香港) NNK OF CHINA (INNER RONG) 登入香港網上銀行	YOUR PREMIER B	ANK
<u>ወ</u>	 ・ 後 行(香港) ANK OF CHINA (MONO RONG) ・ 登入香港網上銀行 B登記/辦理網上銀行服務 	YOUR PREMIER D	ANK
<u>ወ</u>	 、図 後 行(香港) ANK OF CHINA (INCOME RECORD) 登入香港網上銀行 服子網上銀行 服務 編上銀行 號碼 / 用戶名稱 	YOUR PREMIER B	ANK
<u>ወ</u>	 ・ 図 後 行(香港) ANK OF CHINA (INCOME MONO) ・ 登入香港網上銀行 部理網上銀行服務 編上銀行酸碼 // 用戶名稱 編上銀行酸碼 	уоця ряеміея в. 9999999 	
<u>ወ</u>	 2 後く行(香港) ANK OF CHINA (INCOME RECORD) 2 登入香港網上銀行 B協議/期理網上銀行 B協議,用戶名稱 網上銀行 B協議,7865 	уоця ряеміея в. 9999999 	ANK
<u>ወ</u>	 2 後く行(香港) ANK OF CHINA (INCOMPAND) 登入香港網上銀行 思念(/ 辦理網上銀行服務 編上銀行館碼/用戶名稱 綱上銀行館碼 服設碼 7865 「交易認證飯動碼」將於10分鐘內(уоця ряеміея в. 9999999 	ANK

Bank of China (Hong Kong) Limited