

10 June 2021

Important Notes on "HK\$5,000 e-Consumption Vouchers" Phone Scam

Bank of China (Hong Kong) ("BOCHK" or "the Bank") would like to alert its customers and the general public to bogus phone calls or phone messages purported to be from bank staff with the intention of swindling customers out of money. These bogus phone calls or phone messages falsely claim that they can offer early-bird application for the "Government HK\$5,000 Electronic Consumption Voucher".

Recently, members of the public have received bogus phone messages via instant messaging mobile apps from fraudsters impersonating bank staff, and falsely claiming that they can offer early-bird application for the "Government HK\$5,000 Electronic Consumption Voucher". Fraudsters requested members of public to provide personal information such as Hong Kong Identification Card (HKID), address proof, and bank account details for the applications. The fraudsters make use of the HKID and address proof defrauded from the victim to apply for a replacement of SIM card from telecom companies and then open E-wallet accounts with the phone number and the victim's bank account details. Fraudsters then transfer money from the victim's bank accounts through the E-wallet.

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, hyperlinks, QR codes or attachments embedded in emails or SMS messages. Please stay vigilant and contact the Bank immediately for verification if you receive any suspicious calls, emails or 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 passwords;
- 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



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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 language selection), and report to the Police through the "Anti-Scam Helpline 18222" of the Anti-Deception Coordination Centre (ADCC) of the Hong Kong Police Force. 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