

21 June 2021

## Statement on phishing SMS message and fraudulent website

Bank of China (Hong Kong) Limited ("BOCHK") would like to alert its customers and the general public to the following phishing SMS message (please refer to the screenshot on the next page) and fraudulent website, which purported to be from BOCHK.

https://boc-hk-secure.com

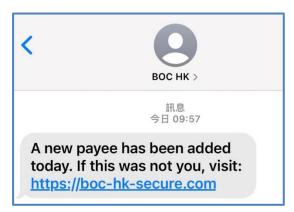
The phishing SMS message and fraudulent website intend to steal customers' information, including Internet Banking number/username and Internet Banking password. BOCHK declares that it has no connection with the phishing SMS message and fraudulent website. Meanwhile, the case has been reported to the 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 (<u>www.bochk.com</u>) 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 <u>www.bochk.com/en/aboutus/fraudalert.html</u>. For more security information about BOCHK's electronic banking services, please visit <u>www.bochk.com/en/security.html</u>.

Anyone who has logged into the aforesaid fraudulent website and provided their information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).



Below is the screenshot of the phishing SMS message:



Below is the screenshot of the fraudulent website:

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	Login Hong Kong Internet Banking   For those who have already registered / applied for Internet Banking   Service   Internet Banking No. / User Name   Internet Banking Password   Ureification Code   Refresh Image   How to Apply   Ureification Login	Important Reminder Customers are reminded to stay vigilant to anything anormal when logging into the Internet Banking service (e.g. unusual pop-up screens, unusually slow browser response, multiple requests for password input etc.). In case of doub, please do not follow the instructions of the suspicious web page or input any data, and call our customer service hotline (852) 3988 2368. Please refer to Security information for details The brand new "Mobile Token" has already launched, to bring you a more convenient experience on Internet Banking. Download our Bank's BOCHK Mobile App and follow a few simple steps to activate immediately, conduct Designated Transactions with ease. For details
Effectiv necess Bankin	t's New e from 20 June 2021, we will stop supporting TLS1.1 protocol enabled bro ary, please arrange system upgrade as soon as possible to ensure you can g services. <u>Details</u> ent on phishing SMS messages and fraudulent websites. <u>Details</u>	
	w version of Questionnaire on Investment Preference fect from 23rd May 2021, the Questionnaire on Investment Preference	( QIP ) has been updated.

Bank of China (Hong Kong) Limited