

24 June 2021

Statement on phishing email

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to phishing emails purported to be sent by a BOCHK staff member, that intend to swindle customers out of money.

BOCHK declares that it has no connection with this phishing email. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

BOCHK advises its customers to verify any emails that claim to be sent from BOCHK. Please delete suspicious emails and attachments immediately without opening them. Customers who have received the aforesaid phishing email and made payments or provided personal 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 emails:

Subject: Contact Information Amendment Form - Bank Of China Hong Kong -

Dear Mr. [REDACTED]

First of all we welcome you to Bank of China Hong Kong.

Please find in attached file the contact information amendment form.

The company [REDACTED] " which asks us to open two bank accounts in our branch, will be in charge to help you to fill the form.

We invite you to contact them.

Best regards,

Cháng Chen
常 (陳) 长英

Account Manager
客户经理



Subject: Confirmation- Bank Of China Hong Kong

Dear Mr [REDACTED],

We hereby confirm that we receive from [REDACTED] your complete set of documents concerning the opening of your account.

Upon request from [REDACTED] we confirm you that the processing of your file as definitely advanced and we consider your request as a priority.

Hopefully in the next 3-4 business days, your bank account will be effective.

Best regards,

Cháng Chen
常 (陳) 长英

Account Manager
客户经理

Subject: Bank Of China Hong Kong

Dear Mr [REDACTED]

We inform you that [REDACTED] request us if it is possible to receive your funds [REDACTED] Euros, today.

As we explained yesterday, the process of the opening your account will be integrally executed this Saturday.

Brienne Investissement told us that they have to respect strict delays according to the regulation and your urgent need. That's the reason why they ask us the bank details of your bank account in our branch.

We decided to provide them a temporary bank account to receive your fund.

We will inform as soon as we receive your fund.

Best regards,

Cháng Chen
常 (陳) 长英

Account Manager
客户经理



Subject: Confirmation- Bank Of China Hong Kong

Dear Mr. [REDACTED]

We hereby confirm that we received from [REDACTED] your funds, amount [REDACTED] Euros.
As we explained you on our last mail, your funds have been credited to a temporary account.

We inform you that we are completing the last step of the KYC process for the opening of your account.

It usually takes 2-3 business days to finalize the KYC.

You will receive a mail with all the details to access to your online account and order and choose the options of your future credit card.

Best regards,

Cháng Chen
常 (陳) 长英

Account Manager
客户经理

Subject: Opening account - Bank Of China Hong Kong

Dear Mr. [REDACTED]

We are glad to inform you that your bank account is open.

We are supposed to transfer your funds from the temporary transit bank account to your own bank account in our branch.

In order to proceed to the last step which means the ability to manage online your funds and order credit card, we absolutely need the payment of the local dues taxes.

To process to your payment, please follow the instructions that we communicate to [REDACTED].

You will receive from us a complete file included the declaration of approval and the receipt of taxes payment in two originals. It's important to notice that you should keep preciously one original and the other one should be transmitted to your accountant.

We invite you to contact [REDACTED] as soon as possible.

Best regards,

Cháng Chen
常 (陳) 长英

Account Manager
客户经理