

27 June 2021

Important Notes on Fraudulent Telephone Voice Messages

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to fraudulent telephone voice messages purported to be from BOCHK. These fraudulent voice messages have the intention of stealing customers’ personal data.

These fraudulent voice messages may claim that customers’ bank account or credit card are in abnormal status or being suspended. In the process, customers may be directed to someone who claims to be the bank’s staff asking to verify customers’ identity. These fraudulent voice messages intend to steal customers’ data, such as name, Hong Kong Identity Card number, date of birth, Internet Banking account and password, credit card number, etc. BOCHK declares that it has no connection with these fraudulent voice messages.

BOCHK reiterates that it would not call customers via pre-recorded messages to ask for personal data such as bank account details, Internet Banking usernames, and login passwords etc., nor would it inform customers that their accounts are in abnormal status and to ask customers to press keys in the process.

If customers are concerned that they may have received the aforesaid telephone voice messages and provided personal data, he / she should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection). If needed, please contact the Hong Kong Police Force’s Anti-Scam Hotline at 18222.

Bank of China (Hong Kong) Limited