

29 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.

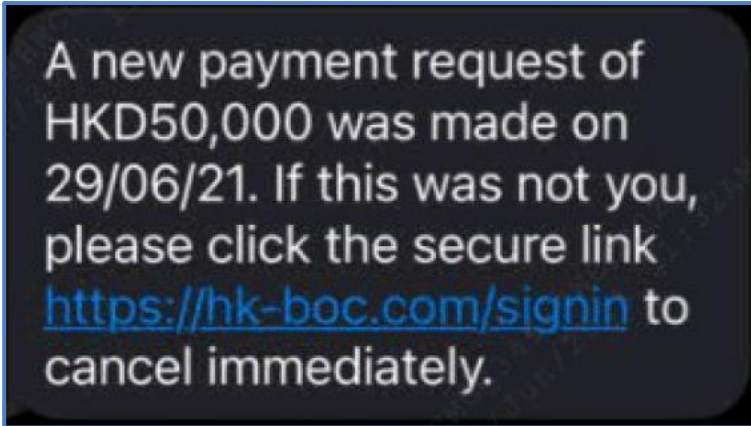
<https://hk-boc.com/signin>

The aforesaid phishing SMS message and fraudulent website intend to steal customers’ data, such as Internet Banking number/username, Internet Banking password and images of the front and back sides of the Hong Kong identity card. BOCHK declares that it has no connection with the aforesaid 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 (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 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.

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 are the screenshots of the fraudulent website:

 中國銀行(香港)
BANK OF CHINA (HONG KONG)

Welcome to BOCHK

Online Banking

Internet Banking Number / Username

Password

Remember my username

[Forgot your username? >](#)

[Continue](#)

Online Banking

Manage your money online with our secure Online Banking service.

[Register now](#)

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ID Verification

To verify your identity, please have your HKID card ready and capture both sides of your ID card.

Front Side

No file chosen

Back Side

No file chosen

Please ensure the photos are clear enough without reflection and not out of focus or blocked by glare or shadow.