

16 July 2021

Statement on Phishing WhatsApp Messages and WhatsApp Calls

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to fraudulent WhatsApp messages and WhatsApp calls purporting to be from BOCHK or BOC Credit Card. These messages and calls aimed to steal personal information from customers.

These fraudulent messages and calls claimed to come from BOCHK or BOC Credit Card Centre staff members, asking customers to pick up a document, settle an outstanding payment of their mainland credit cards or offer feedback on certain loan service and etc., with the intention to steal customers’ personal data and bank account information. BOCHK declares that it has no connection with the aforesaid fraudulent WhatsApp messages and WhatsApp calls. Meanwhile, the cases have been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

BOCHK reiterates that it would not ask customers to provide personal data such as bank account details, Internet Banking usernames, and login passwords etc. via WhatsApp messages and WhatsApp calls, nor would the bank inform customers that their accounts are in abnormal status and ask customers to input any data in the process.

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.

Any customers who suspect that they have been deceived should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection), and the Hong Kong Police Force.

Below are the screenshots of the contact info of the fraudulent WhatsApp messages and WhatsApp calls :



Bank of China (Hong Kong) Limited