

22 June 2022

Courtesy Reminder to BOCHK Customers :
Beware of Consumption Vouchers related Scams

BoC Pay has been selected by the HKSAR Government as one of the designated stored value facility operators for Phase II of the new round of Consumption Voucher Scheme (“the Scheme”). Bank of China (Hong Kong) (“BOCHK”) would like to sincerely remind customers and members of the public to beware of consumption vouchers related scams.

Fraud Prevention Advice related to Consumption Vouchers

- Please stay alert when you register for Consumption Voucher Account. You should carefully verify your registration details including the Specific Identifier for registration to ensure that consumption vouchers will be disbursed to the account designated by you correctly;
- Do not disclose to strangers your personal information, including your names, HKID card numbers, bank account numbers, online and mobile banking accounts and PIN codes, and BoC Pay password;
- If you discover fraudulent use of your identity for registration, please call BOCHK hotline (telephone number: (852) 3988 1822) and notify the Consumption Voucher Scheme Secretariat by calling the Scheme hotline (telephone number: (852) 185000);
- Please check your BoC Pay transaction records made by consumption vouchers, and keep the relevant purchase receipts issued by the merchants. Should there be any subsequent trade dispute, receipts would assist in the negotiation with the merchants;
- Please note that consumption vouchers must be used at local retail, catering and service outlets, including retail stores and their online platforms; For more information about the consumption vouchers scheme, please visit www.consumptionvoucher.gov.hk;

- Please be reminded that merchants should not collect any additional fee or set a minimum charge from customers who pay with consumption vouchers, and that consumption vouchers cannot be used for encashment.

Other Fraud Prevention Advice

BOCHK reiterates that it would not ask for sensitive personal information such as bank account details, Internet Banking usernames, login passwords, one-time passwords or credit card numbers through phone calls, hyperlinks, QR codes or attachments embedded in emails or SMS messages. Please be vigilant against possible scams:-

- Carefully protect your personal information. Do not disclose your personal information and passwords, including the SMS one-time passwords;
- Do not open email, attachment or click on the hyperlink from unknown sources. Do not download/install unknown mobile application, or input any information into unknown mobile application or website. In case of doubt, stop the operation and do not input any data; close the window / application and contact the Bank immediately;
- If you have received any email or SMS message on suspicious binding or use of Mobile Payment Services or e-banking, please contact the Police and the Bank immediately;
- If you receive suspicious call purporting to be the Bank's staff, please stay calm and end the conversation immediately. Please call the Bank's Customer Service Hotline at (852) 3988 2388 (press 8 after language selection) directly for verification of the caller's identity;
- If you have logged into fraudulent websites and provided personal information, or have provided personal information to suspicious caller, please call the Bank's Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection) immediately, and report to the Police. If you have disclosed any password, please change it immediately.



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.

Bank of China (Hong Kong) Limited