

6th September 2022

To Raise Awareness against Phishing Risks:

Protect your Personal Digital Keys; Beware of Fraudulent Links!



銀行不會透過短訊或電郵超連結，引領客戶到網站或流動應用程式進行交易，
或要求客戶提供任何敏感個人資料(包括登入密碼和一次性密碼)。



中國銀行(香港)有限公司
BANK OF CHINA (HONG KONG) LIMITED

1. Internet Banking login credentials, including Internet Banking number, usernames, login passwords and one-time passwords (OTPs), are as important in the digital world as your physical keys for home, which should be properly safeguarded.
2. BOCHK will not send SMS or email messages with embedded hyperlinks, QR codes or attachments directing customers to the Bank's website or mobile applications to carry out transactions. Nor will the Bank ask you to provide any sensitive personal information, including login passwords and OTPs, via hyperlinks, or contact you via telephone voice messages.
3. If you receive any suspicious SMS or email messages with embedded hyperlinks purportedly to be from BOCHK requesting you to input any personal information, you should be vigilant and think twice. In case of doubt, please contact BOCHK Customer Service Hotline at (852) 3988 2388.
4. Do not download any mobile applications from unreliable sources. You should download BOCHK Mobile Banking and BoC Pay mobile application from official application stores or BOCHK official website.

Please refer to the following hyperlinks for Hong Kong Monetary Authority anti-deception information: -

<https://www.youtube.com/watch?v=qnj4HSGG0Vs> (30-second version)

<https://www.youtube.com/watch?v=EH3i6u6fD8g> (Full version)

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