

13th Dec 2022

Gentle Reminders for BOC Credit Card

The Bank has a stringent monitoring mechanism to safeguard your BOC Credit Cards. You are not liable for any unauthorised online transaction after our verification.

If you notice any unauthorised transaction:

1. You may log into your Mobile Banking or Internet Banking and reduce the Monthly Online Spending Limit to HK\$0. You can also raise the limit when you feel safe. The steps are as follows:

Mobile Banking

Bottom right corner [Menu]>Setting> Setting Monthly Online Spending limit

Internet Banking

Personal setting> Setting Credit Card Monthly Online Spending Limit

You may use Online Customer Services (Online Chat) in Mobile Banking or Internet Banking for suspension or reporting a lost or stolen credit card;

2. If you have not registered for Mobile Banking or Internet Banking, you may contact BOC Credit Card 24-hour Customer Services Hotline (852) 2853 8828 or BOC Credit Card 24-hour Lost Card Reporting Hotline at (852) 2544 2222.

Please try to keep any screen captured images/evidences (if applicable) for our follow-up. For more details, please visit:

www.bochk.com/en/creditcard/service/chargeback.html)

Bank of China (Hong Kong) Limited