

31 March 2022

Statement on fraudulent website

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to the following fraudulent website, which purported to be BOCHK’s corporate banking services website “BOC CBS Online”.

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The fraudulent website has a login page which intends to steal customers’ data, such as corporate internet banking number / login name and user ID. BOCHK declares that it has no connection with the 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 (<http://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 e-mails or on websites. For more security information about BOCHK’s electronic banking services, please visit <http://www.bochk.com/en/security.html>.

Customer who has logged into the aforesaid fraudulent website and provided personal 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 fraudulent website:



The screenshot shows a webpage titled "中銀企業網上銀行" (BOC Corporate Internet Banking) with the URL "BOC CORPORATE BANKING SERVICES ONLINE". The page features a header with a world map and the text "Welcome to CBS Online". The main content area includes a login form with fields for "Corporate Internet Banking Number / Login Name", "User ID", and "Verification Code" (with a CAPTCHA image showing "PHQV" and a "Refresh Image" link). Below the form are "Basic Login" and "2FA Login" buttons. To the right, there is a "Register Now in a few easy steps!" section with text: "Bank of China (Hong Kong) and Chiyu Banking Corporation offer comprehensive and convenient Internet Banking Service - 'CBS Online' designed to meet the needs of corporate customers. Application is easy. Please contact our Customer Service Hotline (852) 3988 2288." Further right is a "Practical Information" section with links: "FAQs for stop supporting Win XP and TLS1.0 enabled browsers on Corporate Internet Banking", "Service Directory", "Remittance Handbook (New)", "FPS (Faster Payment System) get started", "How to Apply", and "Contact us". Below this is a "System Maintenance/Upgrade Schedule" section with an image of a clock and computer. At the bottom left, there is a warning box: "Please verify the details (i.e. payee's name, a/c no./merchant name or bill no. etc.) carefully before confirming the transaction to avoid errors and prevent loss. If you have received funds that are mis-transferred, you should return to the bank. You may be criminally liable if you do not return it". The footer contains "Conditions for Services | Important Notice and Privacy Policy Statement | Security Information | Hyperlink Policy" and "COPYRIGHT © BANK OF CHINA (HONG KONG) LIMITED. ALL RIGHTS RESERVED." along with the Bank of China logo and name.

Bank of China (Hong Kong) Limited