

5 September 2023

Statement on fraudulent websites

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to the following BOCHK fraudulent website hyperlinks in a phishing email, which is purported to be sent by a local stored value facility operator.

hxxps:// octopus-customerservice.com/hk/ consumer_refund/banks/bank_cn/boc.php

hxxps:// octopus-customerservice.com/hk/ consumer_refund/banks/bank_en/boc.php

hxxps:// octopus-customerservice.com/hk/ consumer_refund/BOC_CN/username.php

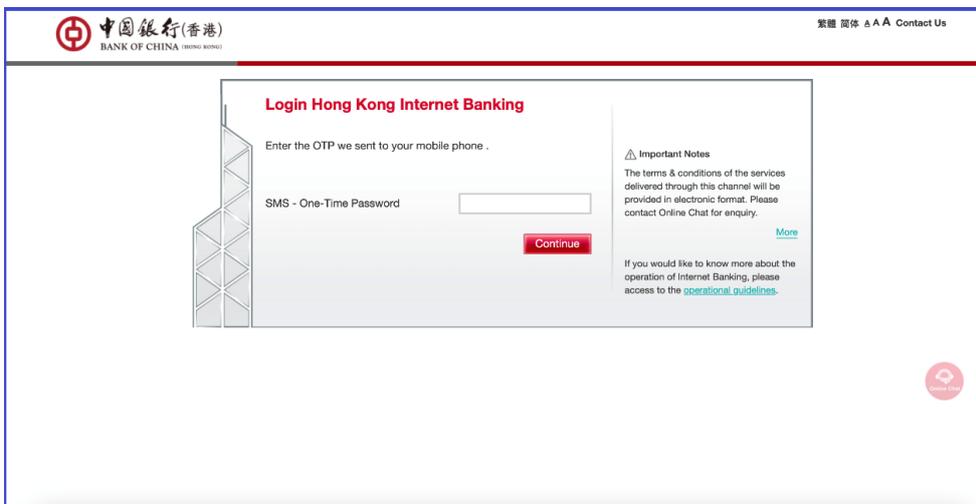
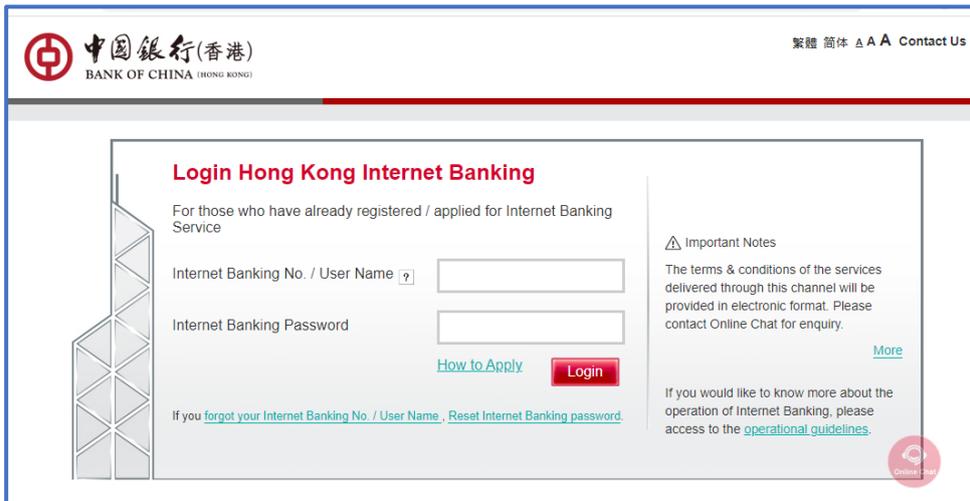
hxxps:// octopus-customerservice.com/hk/ consumer_refund/BOC_EN/username.php

These fraudulent websites intend to steal customers’ data, such as internet Banking number/username, Internet Banking password, one-time password sent via SMS and security code. BOCHK declares that it has no connection with the fraudulent websites. 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 (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 <https://www.bochk.com/en/security.html>.

Customer who has logged into the aforesaid fraudulent websites and provided personal information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).

Below are the screenshots of the fraudulent websites:



 中國銀行(香港)
BANK OF CHINA (HONG KONG)

繁體 简体 A A A Contact Us

Login Hong Kong Internet Banking

Enter the one-time "Security Code".

Security Code

[Continue](#)

Important Notes
The terms & conditions of the services delivered through this channel will be provided in electronic format. Please contact Online Chat for enquiry. [More](#)

If you would like to know more about the operation of Internet Banking, please access to the [operational guidelines](#).



Bank of China (Hong Kong) Limited