

13 September 2023

### **Statement on phishing emails and fraudulent websites**

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to the following phishing emails and fraudulent websites, which purported to be from BOCHK.

Phishing emails:

eAdvice <aloesia.madebe@monteiro-fr.com>

eAdvice <e.otten@noorderlandmelk.nl >

Fraudulent websites:

hxxps:// www. glfl.edu.lb/wp-includes/css/cn/index.html

hxxps:// www. glfl.edu.lb/wp-includes/css/en/index.html

hxxps:// www. egagroup.be/mobile/auth/username.php

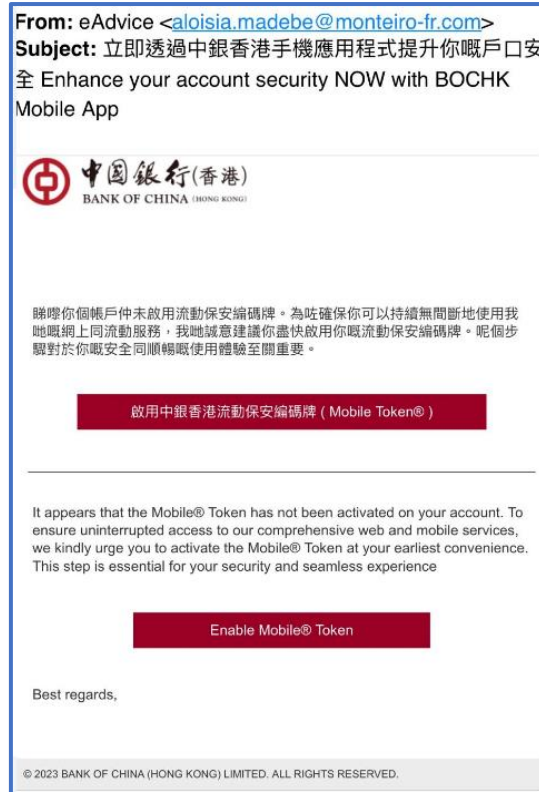
hxxps:// www. egagroup.be/mobile/en/username.php

These fraudulent websites intend to steal customers’ data, such as internet Banking number/username, Internet Banking password 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.

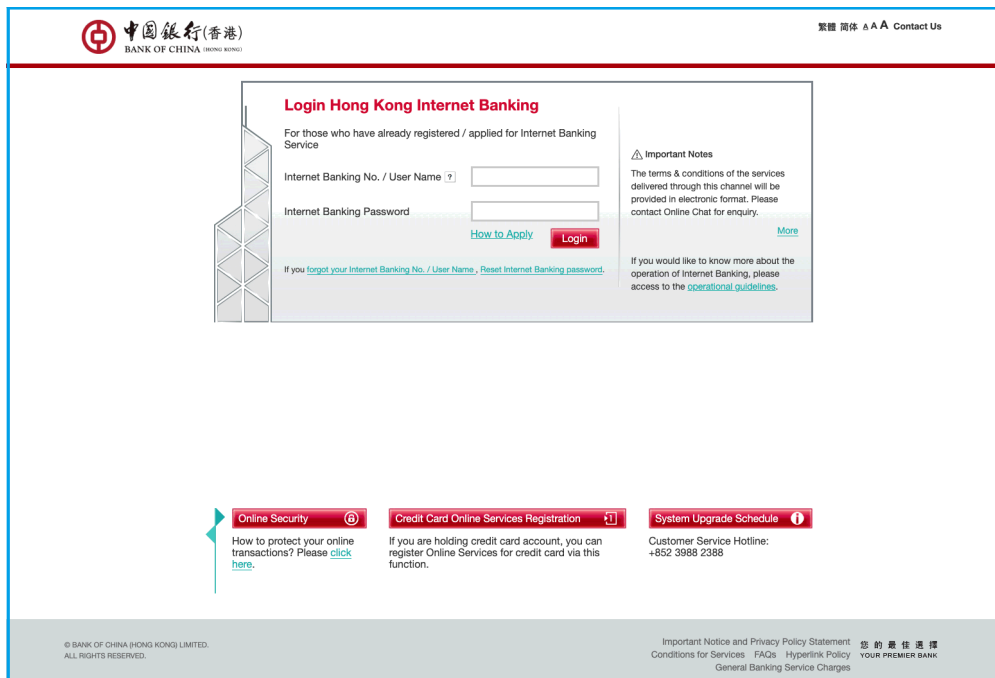
When conducting transactions through electronic channels, customers are advised to access their Internet Banking or Mobile Banking accounts by typing the website address of BOCHK ([www.bochk.com](http://www.bochk.com)) directly into the browser address bar, or through the BOCHK Mobile Application downloaded 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 <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 is the screenshot of the phishing email:



Below is the screenshot of the fraudulent website:



Bank of China (Hong Kong) Limited