

20 October 2023

Statement on phishing email and fraudulent websites

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

Phishing email:

BCHK Customer Support Center (45396) <maureen@interior-details.com>

Fraudulent websites:

hxxp://cama[.]pl/_id_newsletter

hxxp://capsinboxnotification[.]biz/manager/process[.]php

hxxps://academy[.]bankruptcy.gov[.]sa/bochk2/auth/username[.]php

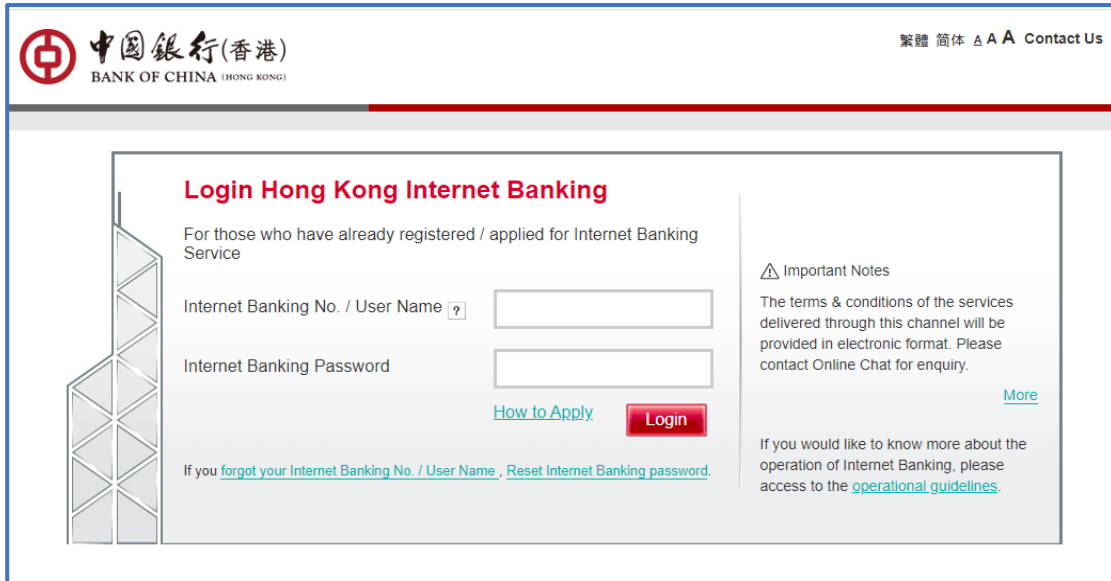
hxxps://academy[.]bankruptcy.gov[.]sa/bochk2/en/username[.]php

The fraudulent websites intend to steal customers’ data, such as Internet Banking number/username and Internet Banking password. 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)

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Login Hong Kong Internet Banking

For those who have already registered / applied for Internet Banking Service

Internet Banking No. / User Name

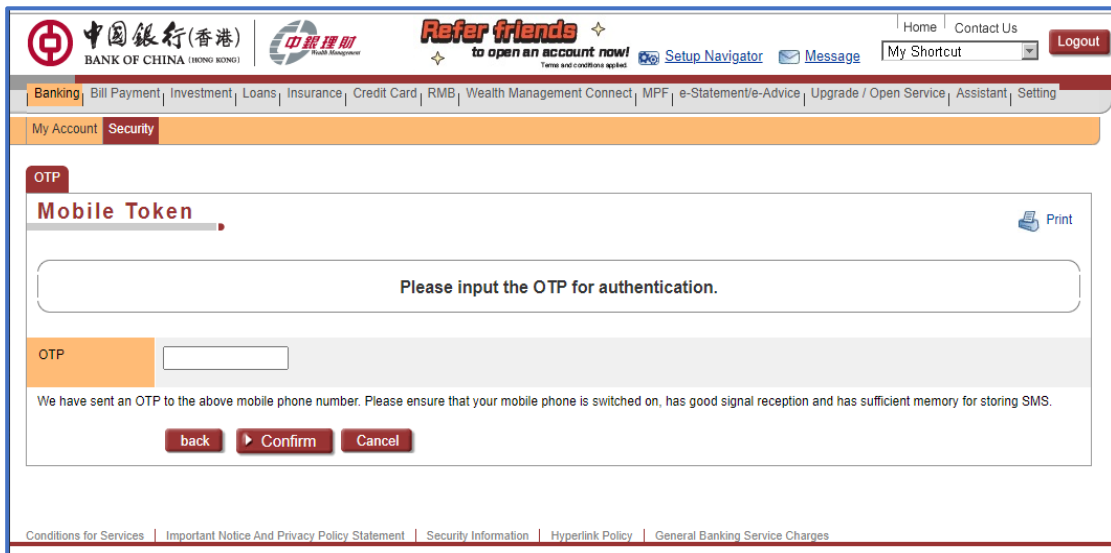
Internet Banking Password

[How to Apply](#)

If you [forgot your Internet Banking No. / User Name](#), [Reset Internet Banking password](#).

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](#).



中國銀行(香港)
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Home Contact Us Logout

Refer friends to open an account now! [Setup Navigator](#) [Message](#) My Shortcut

Banking | Bill Payment | Investment | Loans | Insurance | Credit Card | RMB | Wealth Management Connect | MPF | e-Statement/e-Advice | Upgrade / Open Service | Assistant | Setting

My Account Security

OTP

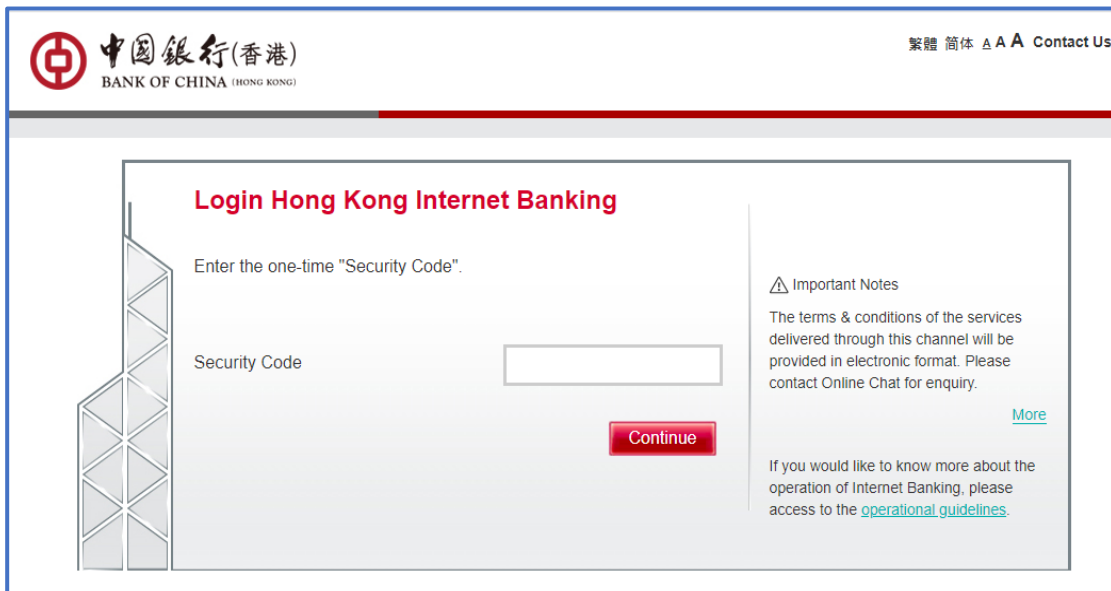
Mobile Token

Please input the OTP for authentication.

OTP

We have sent an OTP to the above mobile phone number. Please ensure that your mobile phone is switched on, has good signal reception and has sufficient memory for storing SMS.

Conditions for Services | Important Notice And Privacy Policy Statement | Security Information | Hyperlink Policy | General Banking Service Charges



中國銀行(香港)
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Login Hong Kong Internet Banking

Enter the one-time "Security Code".

Security Code

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Below is the screenshot of the phishing email: (Chinese only):

寄件人：BCHK Customer Support Center (45396) <maureen@interior-details.com>
傳送日期：
主旨：緊急行動：帳戶安全重要 2773687185

[Redacted]

為了保持最高水平的服務質量，我們懇請您花一點時間更新您的帳戶資訊。
您更新的詳細資料將確保您在我們這裡獲得無縫和安全的體驗。

[> Log in - 網上銀行](#)

Bank of China (Hong Kong) Limited