

8th November 2023

Beware of Malware Scams

Bank of China (Hong Kong) (“BOCHK” or “the Bank”) would like to remind customers to stay vigilant to Malware Scams to protect their own interests.

Fraudsters recently deceive customers into installing mobile applications with malicious software (i.e. malware) on their mobile devices, under pretext such as pretending legitimate mobile applications, offering games vouchers, discount vouchers, etc. Once installed, the malware grant fraudsters unauthorized access to the customers’ devices to steal sensitive personal information such as bank account details, Internet Banking usernames, login passwords, one-time passwords, etc. for performing unauthorized e-banking transactions.

The Bank reminds customers to be vigilant against possible scams:

- Only download and install mobile applications provided by trusted and verified developers from official application stores;
- Use the latest versions of operating system, mobile applications and browser;
- Do not jailbreak or root your mobile devices;
- Do not click on links from suspicious SMS messages, email, attachments, websites, social media pages/posts or unknown sources. In case of doubt, please stop the operation and do not input any data. Please close the window, delete the mobile applications;
- Evaluate permissions requested from mobile applications carefully before installation, if suspicious permission rights are required, do not install the mobile application;
- Maintain proper configuration of mobile devices and do not allow installation of mobile applications from unknown sources.

BOCHK will update the fraud alerts on the Bank’s website from time to time. For details, please visit www.bochk.com/en/aboutus/fraudalert.html. For more security information about our electronic banking services, please visit www.bochk.com/en/security.html.

Bank of China (Hong Kong) Limited