

20 November 2023

Suspension of BOCHK Personal and Corporate Mobile Banking screenshot and screen recording functions on Android devices to prevent malware scams

Bank of China (Hong Kong) (“BOCHK” or “the Bank”) would like to remind its customers to stay vigilant against malware scams. In response to recent malware scams found in the market that fraudsters deceive users into installing mobile applications with malware on their mobile devices under different pretenses, and subsequently obtain users’ internet banking login credentials, to protect customers’ interests, the Bank has temporarily disabled screen capture and recording functions on Android devices for its Personal and Corporate Mobile Banking until further notice.

Personal mobile banking customers who would like to obtain transfer or payment records with third parties can press the “Save” button on the transaction completion screen and save such image to their device’s photo album. In addition, customers can retrieve payment records in the past 45 days by choosing “Menu > Transfer & Payment > Transaction Record”. The interface also provides the “Save” function.

Corporate mobile banking customers can take advantage of the “Beneficiary Notification” function provided by the Bank to obtain transfer or payment records related to third parties involved. An email notification will be sent to both the customer and the designated beneficiary once the payment is authorised and submitted successfully.

The Bank reminds customers to stay alert for 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 and delete the mobile applications;
- Evaluate permissions requested from mobile applications carefully before installation. Do not install the mobile application if suspicious permission rights are required;
- 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.

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