

29th November 2023

Two-way alert SMS on Internet Banking Account Login/Transaction

If unusual login/transaction is detected on your Internet Banking Account, Bank of China (Hong Kong) (“the Bank”) will send you a two-way alert SMS (through any of the following phone numbers: +852 622649931110 or +852 645063570006) to your registered mobile phone number, inviting you to reply whether you have logged in/made the transaction. Please carefully verify the details in the SMS, such as transaction time, currency and amount before replying to that SMS.

If you have logged in/made the transaction, please reply with “1” after verifying that the SMS content is correct. If you have not logged in / made the transaction, or the SMS content is incorrect, please reply with “9”. The Bank will follow up per your response, including immediate suspension of your internet banking transfer function after receiving the reply of “9”.

Please note that:

1. Do not provide any account information or any personal information when replying that SMS. You may be charged for sending SMS by your telecom service provider.
2. If you have incorrectly replied that SMS, please contact the Bank immediately.
3. If you receive that SMS overseas, please contact the Bank immediately and do not reply that SMS.

Bank of China (Hong Kong) Limited