

5 June 2023

Statement on phishing SMS message and suspicious mobile application link

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to the following phishing SMS message (please refer to the screenshot on the next page) and suspicious mobile application link.

dows.bochkk.com/uploads/boc.apk

The aforesaid phishing SMS message and suspicious mobile application link intend to steal customers’ data. BOCHK declares that it has no connection with the phishing SMS message and suspicious mobile application link. 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 SMS messages, e-mails or on websites. 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 BOCHK’s electronic banking services, please visit www.bochk.com/en/security.html.

Anyone who has clicked on the aforesaid suspicious mobile application link and provided their 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 SMS message (Chinese only):

會員回饋提示，閣下賬戶39560積分將於今日內
到期，逾期將作廢，請及時兌換獎賞，下載新版
中銀理財APP，授權後可隨即兌換3956HK\$：
dows.bochkk.com/uploads/boc.apk

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