

19 March 2024

Statement on fraudulent websites

Bank of China (Hong Kong) Limited (“BOCHK”) would like to alert its customers and the general public to hyperlinks leading to fraudulent BOC websites, that embedded in phishing websites purporting to be from a logistics service provider and an online trading platform.

Fraudulent websites:

[hxxp://sf-express\[.\]orderfrom\[.\]shop/personal/232520919?refer=&bank=4](http://hxxp://sf-express[.]orderfrom[.]shop/personal/232520919?refer=&bank=4)

[hxxps://sf-express-hk\[.\]webefx\[.\]shop/login/118OQ617TQ108W1150898/](http://hxxps://sf-express-hk[.]webefx[.]shop/login/118OQ617TQ108W1150898/)

[hxxps://sfexpress\[.\]s-wallet\[.\]in/personal/230353928?refer=&bank=4](http://hxxps://sfexpress[.]s-wallet[.]in/personal/230353928?refer=&bank=4)

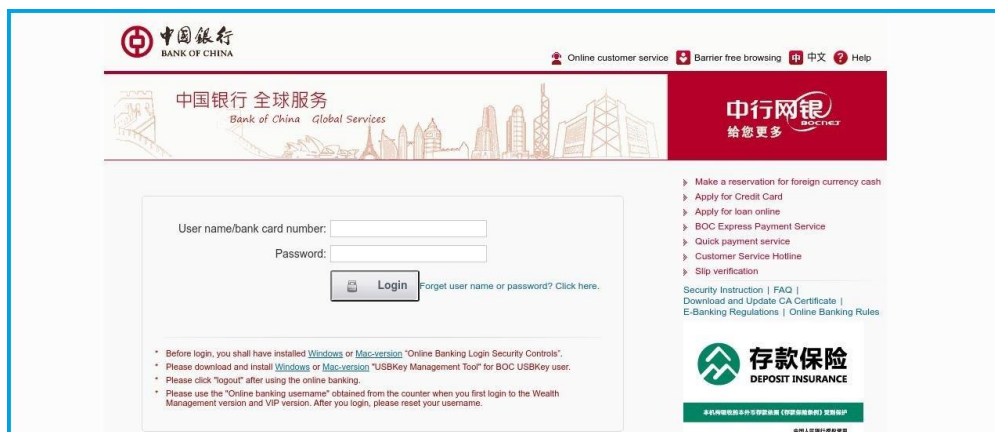
[hxxps://carousell\[.\]s-wallet\[.\]in/personal/199275131?refer=&bank=4](http://hxxps://carousell[.]s-wallet[.]in/personal/199275131?refer=&bank=4)

The fraudulent BOC websites have a login page which intend to steal customers’ data, such as user name, bank card number 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:



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.

Customers are reminded to stay vigilant to anything abnormal when logging into the Internet Banking service (e.g. unusual pop-up screens, unusually slow browser response, multiple requests for password input etc.). In case of doubt, please do not follow the instructions of the suspicious web page or input any data, and call our customer service hotline (852) 3988 2388. Please refer to [Security Information](#) for details

[More](#)

If you would like to know more about the operation of Internet Banking, please access to the [operational guidelines](#).

Bank of China (Hong Kong) Limited